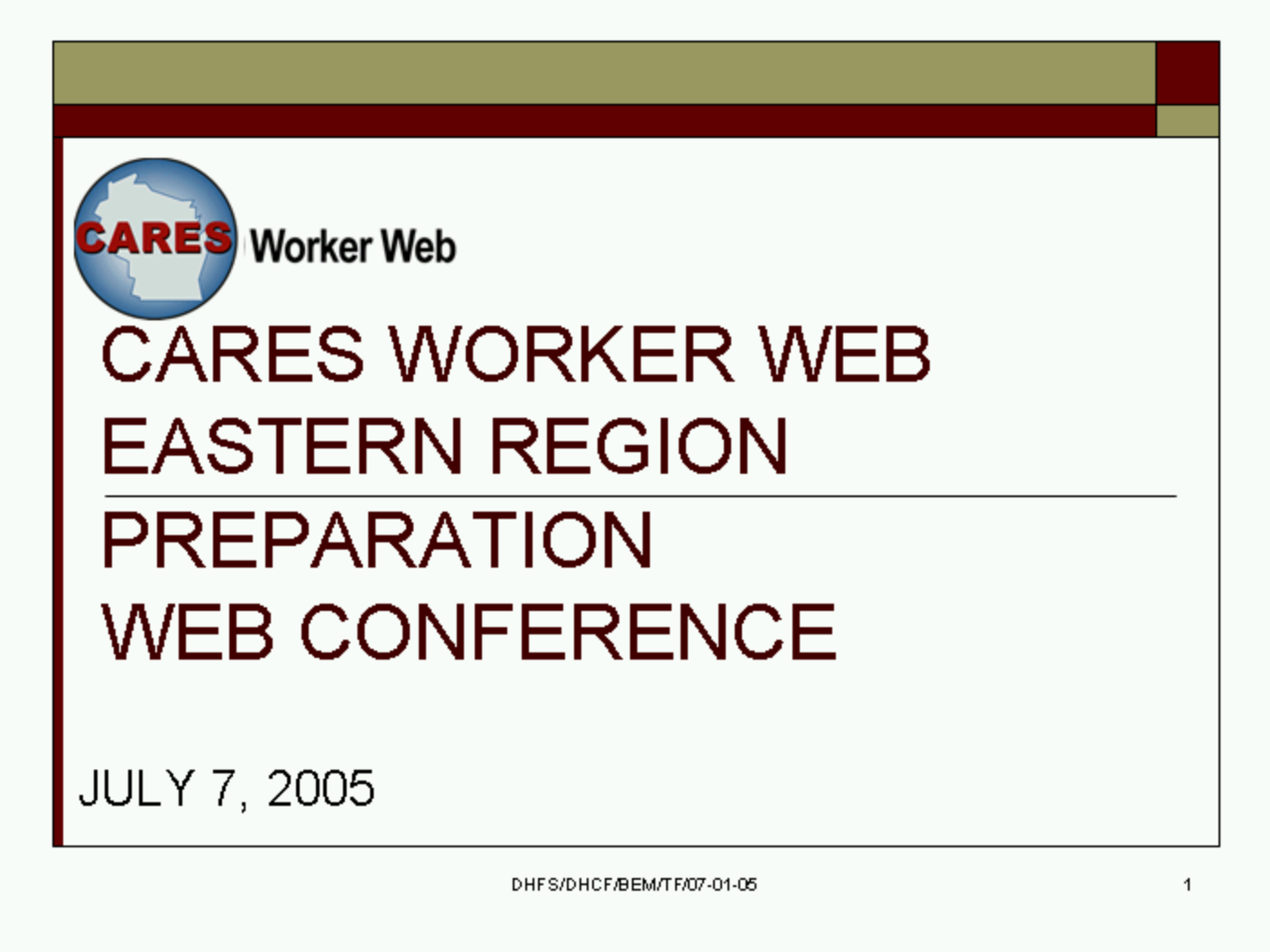

CARES WORKER WEB EASTERN REGION PREPARATION WEB CONFERENCE

TODAY'S AGENDA

Welcome and Housekeeping	9:00 – 9:10
CWW Background, Status and Rollout	9:10 - 9:35
Preparation Activities	9:35 – 10:00
CWW Training	10:00 – 10:30
BREAK	10:30 – 10:40
Demonstration	10:40 – 11:20
CWW Go Live/Mandatory Transition	11:20 – 11:30
Pilot Experiences and Best Practices	11:30-11:45
What's Next?	11:45 – 12:00
Evaluation/Feedback Opportunity	After presentation

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TODAY'S AGENDA

PRESENTERS

- In order of appearance:
  - Theresa Fosbinder, IM Training Manager, BEM
  - Tricia Bless, IM Trainer, UWO/CCDET
  - Bob Martin, Eligibility Technology Manager, BEM
  - Evie Ryan, Systems Section Section Chief, BEM
  - Melissa Otter, Systems Section, BEM
  - Supporting players:
    - Eric Gibson, IM Trainer, UWO/CCDET
    - Pam Kiern, Systems Section, BEM
    - Marty Carreras, Brian King, Seth Mandel, Divya Nidhi, Deloitte

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PRESENTERS

WELCOME AND HOUSEKEEPING

Theresa Fosbinder/Tricia Bless

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WELCOME AND HOUSEKEEPING

WELCOME AND HOUSEKEEPING

- Welcome
- How to Use Wisline Web Features
- Meeting Protocol
- Copies of the Presentation
  - http://caresfeedback.wisconsin.gov/home/
  - Make sure to look at the notes view of the presentation – notes include more detailed information for some slides
- Evaluation

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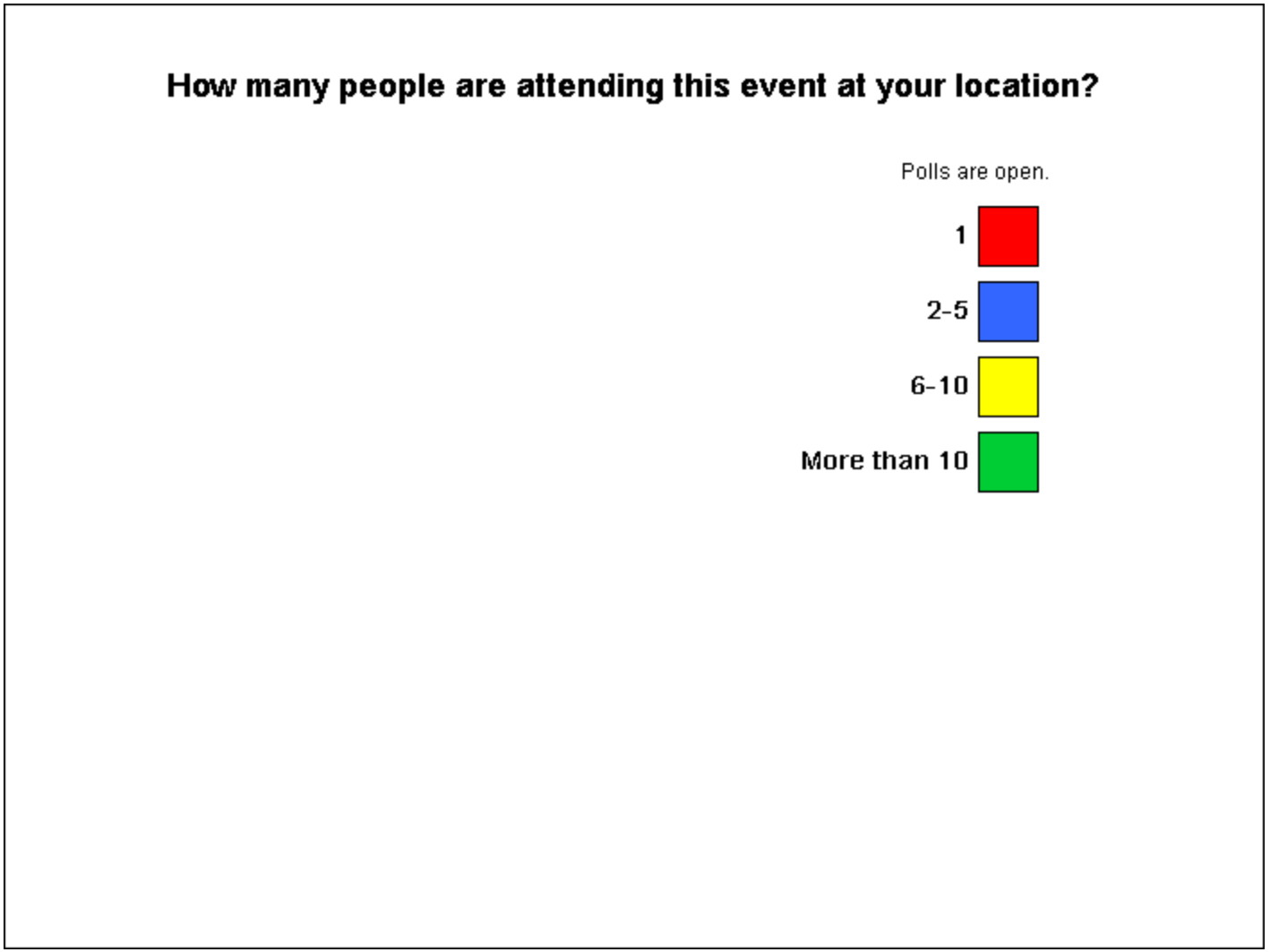
WELCOME AND HOUSEKEEPING


How many people are attending this event at your location?
Polls are open.
1
2-5
6-10
More than 10

[Poll D]

CWW BACKGROUND

Theresa Fosbinder

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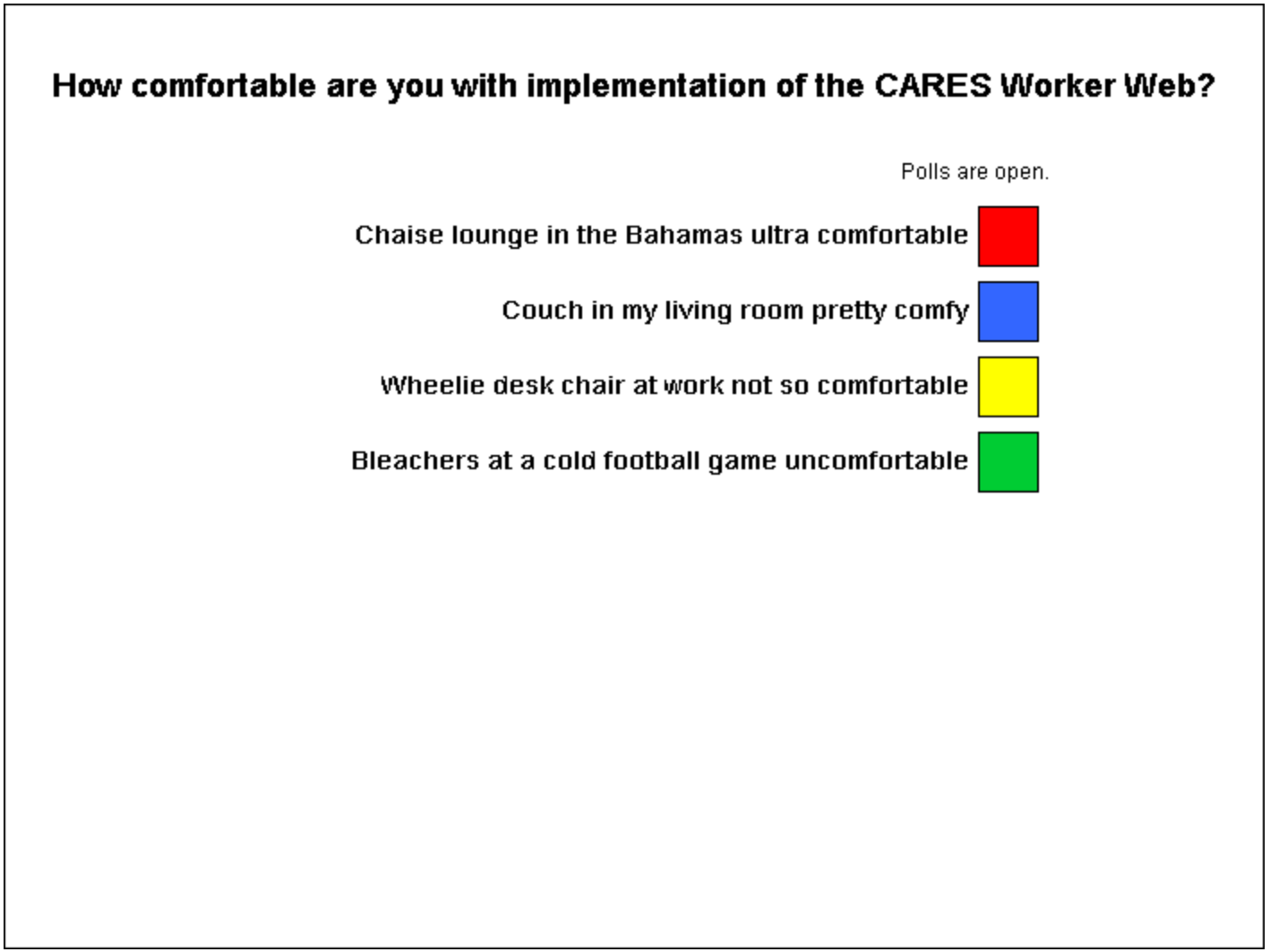
CWW BACKGROUND


How comfortable are you with implementation of the CARES Worker Web?
Polls are open.
Chaise lounge in the Bahamas ultra comfortable
Couch in my living room pretty comfy
Wheelie desk chair at work not so comfortable
Bleachers at a cold football game uncomfortable

[Poll A]

WHAT IS CWW?

CARES Worker Web Project 1 (CWW-1) is a project that begins the process of putting CARES mainframe screens on the web. This project focuses on data entry screens in the Client Registration (CR) and Application Entry (AE) subsystems.

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WHAT IS CWW?

WHAT IS CWW?

- CARES Worker Web only changes the user interface and doesn't change any other processing in CARES (eligibility determinations, alerts, data exchanges, etc.)
- The transition from CARES mainframe screens to CWW web pages is NOT like the conversion of from CRN to CARES in 1994.

WHAT IS CWW?

WHAT IS CWW?

- The objectives of the CARES Worker Web are to ease local agency workload, increase payment accuracy and improve customer service.
- The focus of the CWW has been on making it easy-to-learn and easy-to-use.

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WHAT IS CWW?

CWW FEATURES TO LOOK FOR

- Web based look and feel
- Intuitive
  - Multiple CARES screens combined on a page
  - "Intelligent navigation"
- Worker Tools
  - "HATS" tool to access CARES mainframe
  - Summary pages
- More efficient data collection
  - New concept of "relevance"
  - Person centric instead of item centric data collection
  - "Dynalist" data collection feature

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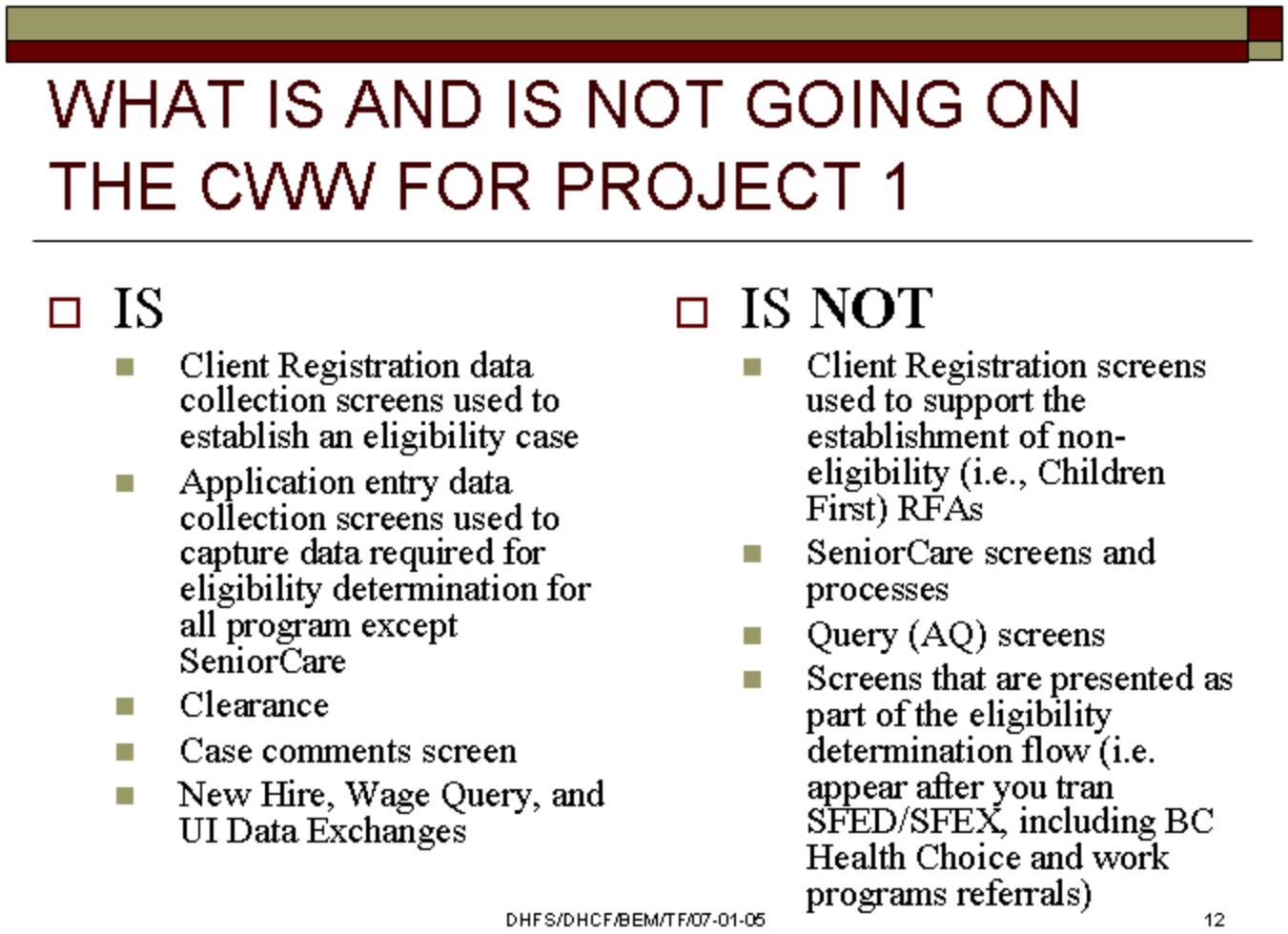
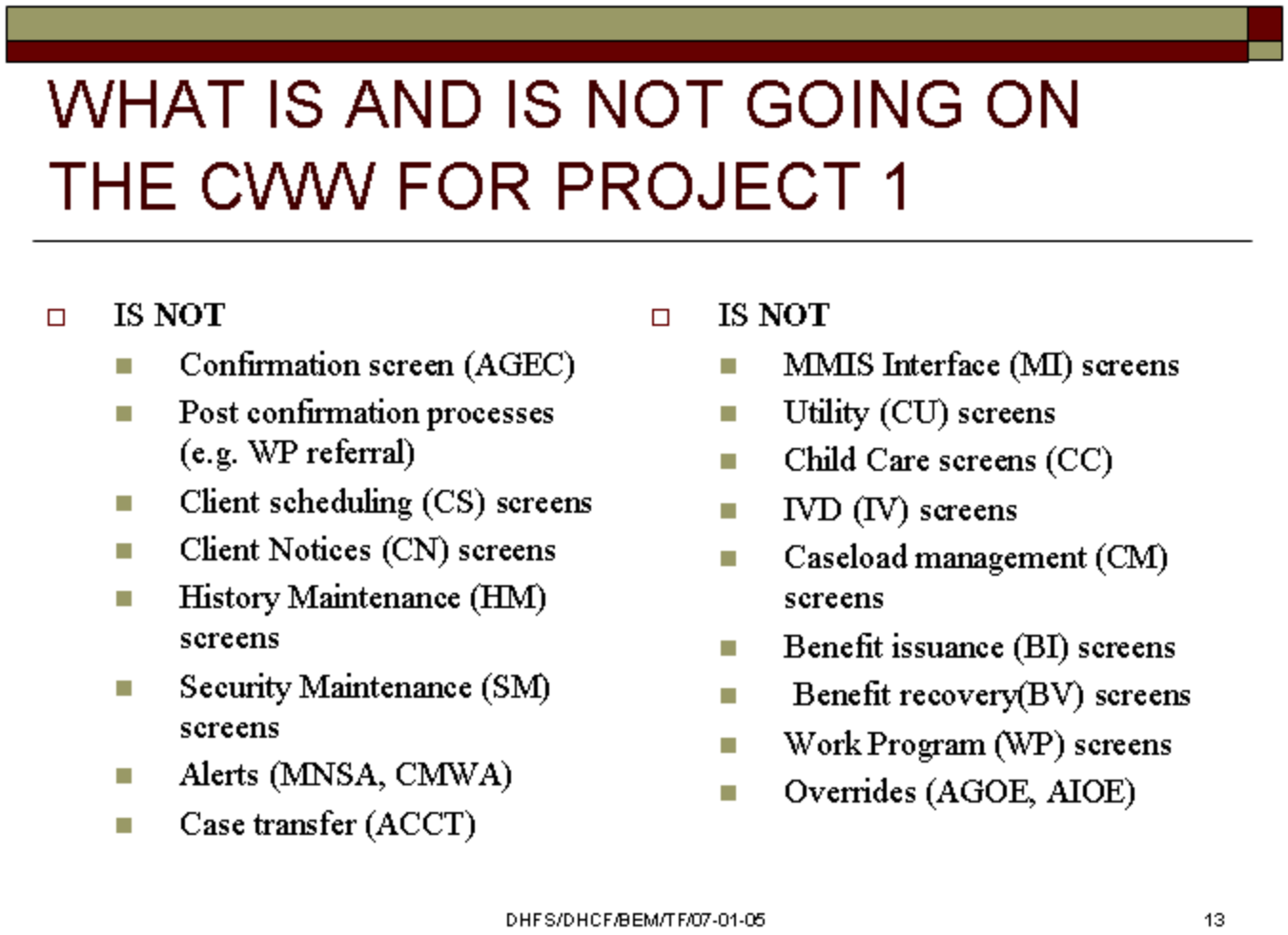
CWW FEATURES TO LOOK FOR

HEARD ON THE STREET



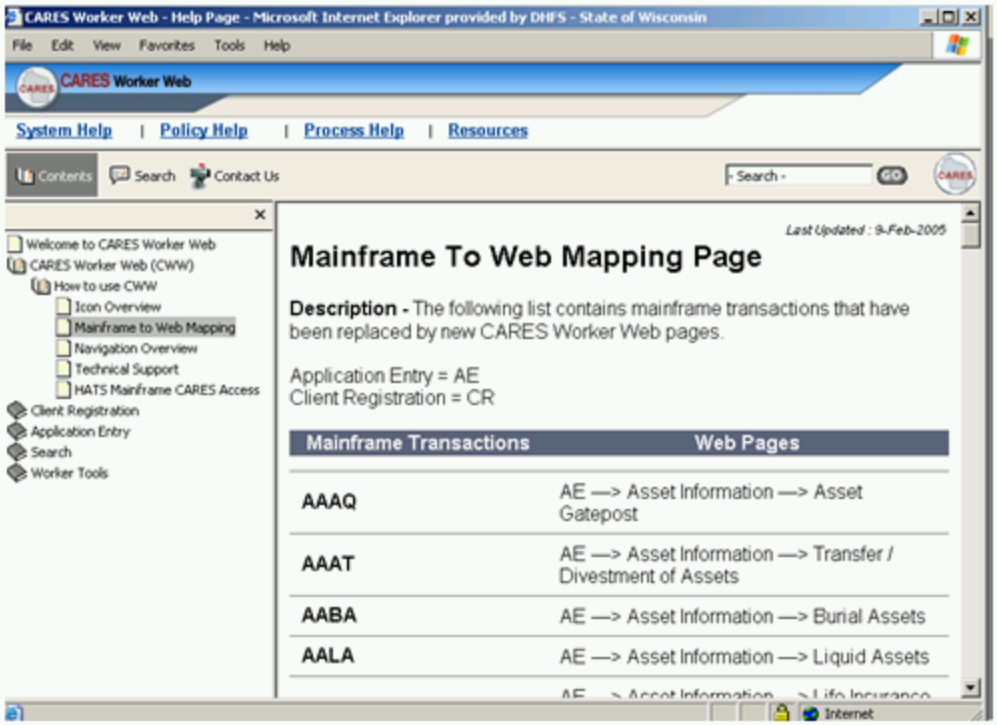
WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1



WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

For detailed information about which screens are on the web, and a translation of mainframe screens to CWW screens, use the CWW system help.



WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

OTHER CHANGES TO LOOK FOR

- Clearance (percentage changes)
- No AFDC request screen
- No separate Healthy Start request screen
- Changes to Medical Coverage and Absent Parent data collection

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OTHER CHANGES TO LOOK FOR

CWW STATUS AND ROLLOUT

Theresa Fosbinder

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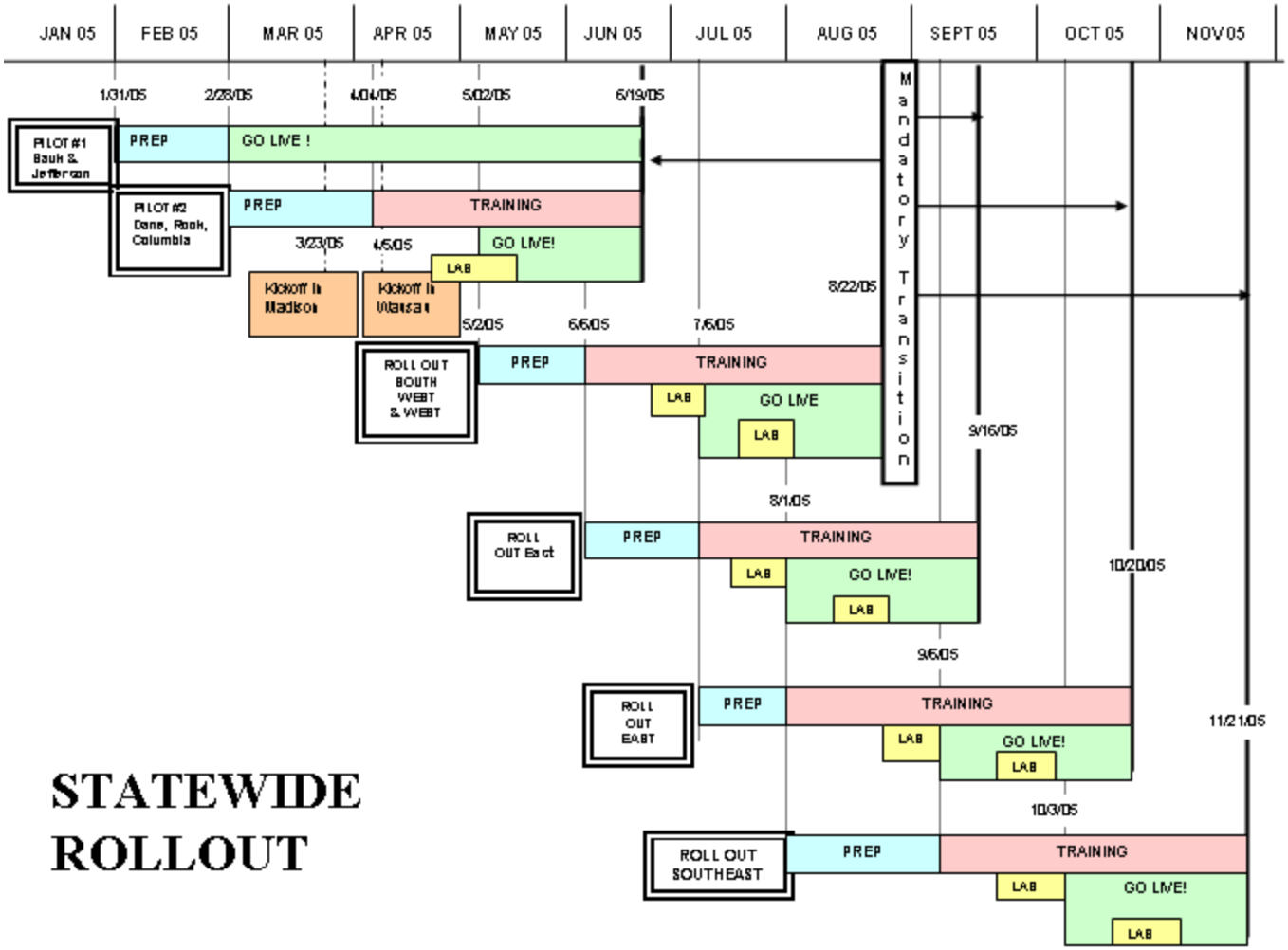
CWW STATUS AND ROLLOUT


JAN 05
FEB 05
MAR 05
APR 05
MAY 05
JUN 05
JUL 05
AUG 05
SEPT 05
OCT 05
NOV 05
1/31/05
2/28/05
4/04/05
5/02/05
6/19/05
PILOT #1 Rock & Jefferson
PREP
GO LIVE !
PILOT #2 Dane, Rock, Columbia
PREP
TRAINING
3/23/05
4/5/05
GO LIVE!
LAB
Kickoff in Madison
Kickoff in Wausau
5/2/05
6/6/05
7/5/05
ROLL OUT SOUTH WEST & WEST
PREP
TRAINING
LAB
GO LIVE
LAB
8/22/05
Mandatory Transition
9/16/05
8/1/05
ROLL OUT East
PREP
TRAINING
LAB
GO LIVE!
LAB
10/20/05
9/6/05
ROLL OUT EAST
PREP
TRAINING
LAB
GO LIVE!
LAB
11/21/05
10/3/05
ROLL OUT SOUTHEAST
PREP
TRAINING
LAB
GO LIVE!
LAB
STATEWIDE ROLLOUT

Slide 17

CURRENT STATUS

- Pilot #1 (Jefferson, Sauk)
- Pilot#2 (Dane, Rock, Columbia IM and W-2, kickoff attendees)
  - CWW pilot
  - Training pilot
- Changes based on pilot input
  - CWW
  - Training
- Western region rollout
- Northern region rollout
- Ready for Eastern region rollout!

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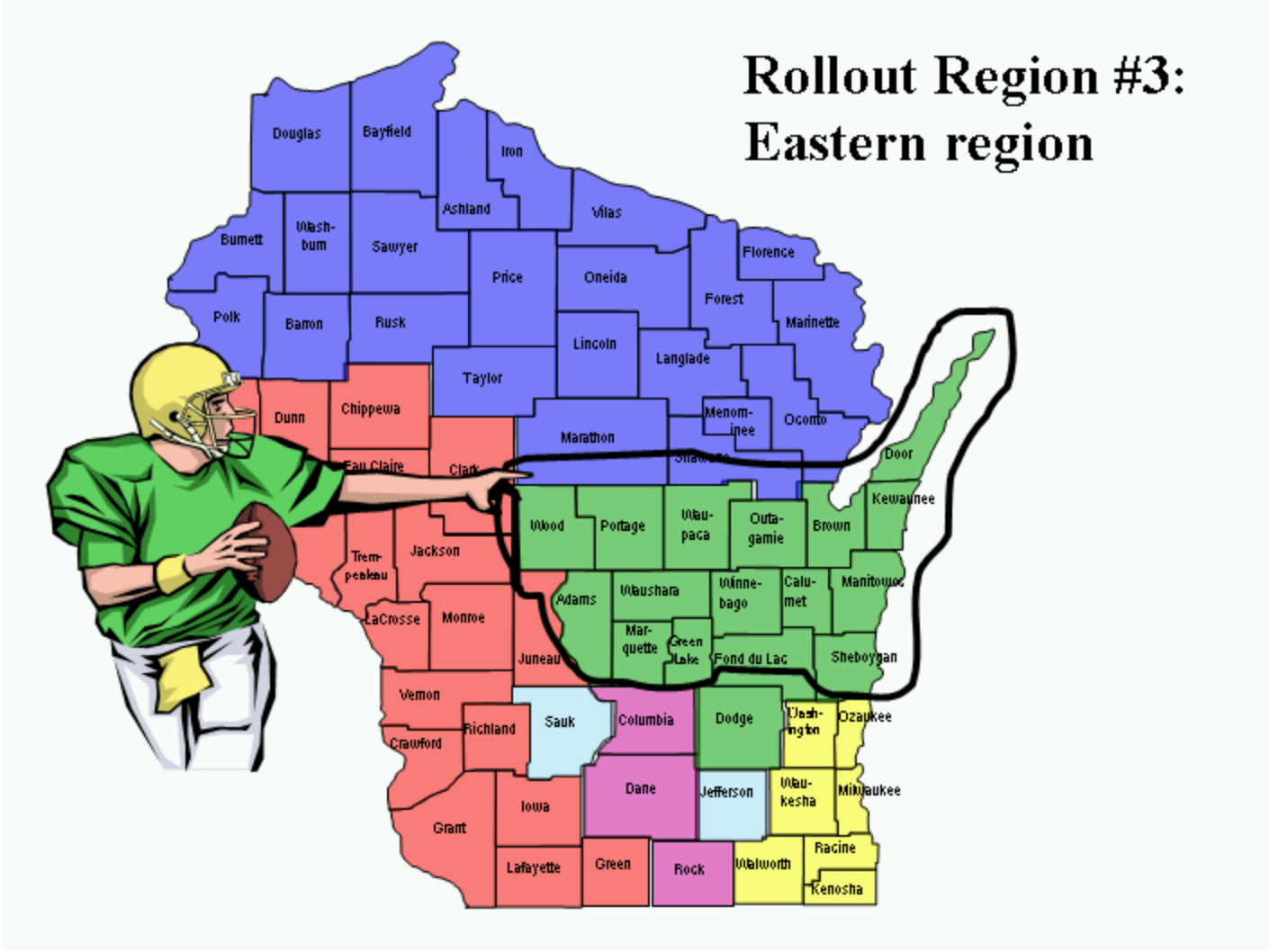
CURRENT STATUS


Rollout Region #3:
Eastern region
Douglas
Bayfield
Iron
Ashland
Vilas
Florence
Burnett
Wash-
burn
Sawyer
Price
Oneida
Forest
Marinette
Polk
Barron
Rusk
Lincoln
Langlade
Taylor
Oconto
Dunn
Chippewa
Menom-
inee
Marathon
Door
Eau Claire
Clark
Wood
Portage
Wau-
paca
Outa-
gamie
Brown
Kewaunee
Trem-
pealeau
Jackson
Adams
Waushara
Winne-
bago
Calu-
met
Manitowoc
LaCrosse
Monroe
Mar-
quette
Green
Lake
Fond du Lac
Sheboygan
Juneau
Vernon
Sauk
Columbia
Dodge
Wash-
ington
Ozaukee
Richland
Crawford
Dane
Jefferson
Wau-
kesha
Milwaukee
Iowa
Grant
Racine
Lafayette
Green
Rock
Walworth
Kenosha

Slide 19

WHAT WILL HAPPEN WHEN?

EASTERN ROLLOUT REGION

- **JULY**: PREPARATION ACTIVITIES
  - Double check security and IDs, prepare for CWW-1 training, verify agency IT and connectivity capability, **TEST VARIOUS NECESSARY SOFTWARE AND TOOLS**, address other agency specific issues
- **AUGUST 1**: TRAINING BEGINS
- **SEPTEMBER 6**: GO LIVE!
  - Begin using CWW-1 for case transitions, applications, reviews and changes
- **OCTOBER 20**: MANDATORY TRANSITION
  - CWW must be used for all actions requiring use of designated CR and AE screens

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WHAT WILL HAPPEN WHEN?

PREPARATION ACTIVITIES

- I.T. AND CONNECTIVITY
- ACCESS AND SECURITY
- OPERATIONAL CONSIDERATIONS AND OTHER PREPARATION

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PREPARATION ACTIVITIES

I.T. AND CONNECTIVITY

Bob Martin

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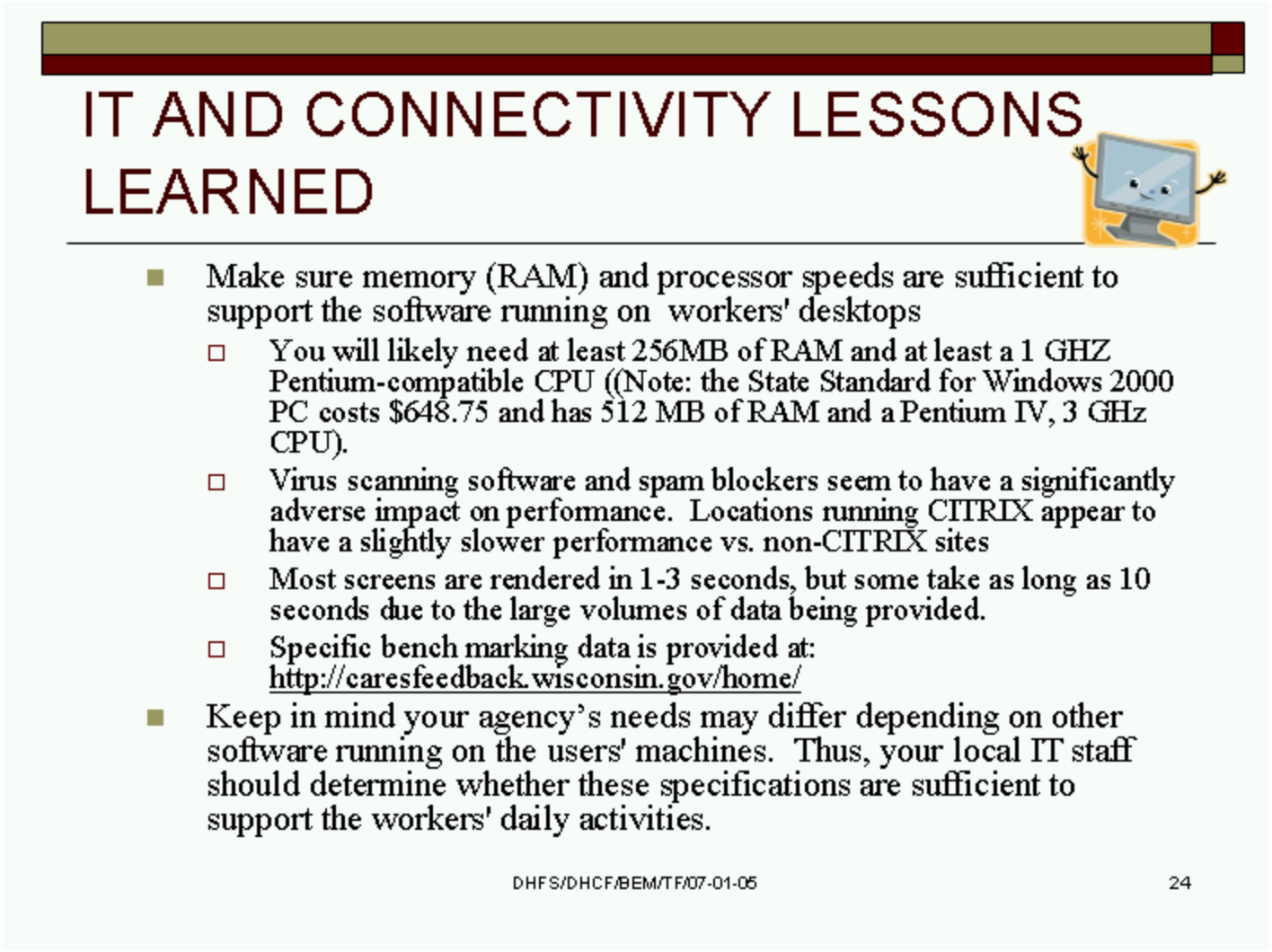
I.T. AND CONNECTIVITY

IT AND CONNECTIVITY ISSUES

- Refer to Administrators Memo 05-01:
  - Monitor resolution set to 1024x768
  - Internet Explorer version 5.5 or above
    - Allow use of JavaScript
    - Enable session cookies
  - Adobe Acrobat Reader 5.0 or above
  - BadgerNet (or comparable) connectivity to the State
  - Basic computer skills (i.e. Internet, web-based applications, standard software)

IT AND CONNECTIVITY ISSUES



IT AND CONNECTIVITY LESSONS LEARNED

ACCESS AND SECURITY

Evie Ryan

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ACCESS AND SECURITY

ACCESS AND SECURITY

- Local County Security Officers recently received information on from Tim Hineline and Evie Ryan.
- Each Local Security Officer has designated up to two local security staff to collect and enter information including the job function (worker profile) for each worker.
- This information **must be recorded on a timely basis** in order to ensure access for each worker to:
  - Appropriate CWW training curriculum
  - CWW and the CARES Mainframe

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ACCESS AND SECURITY

ACCESS AND SECURITY

- Only staff who update CR and AE or those who supervise them are being given access at this time. Query only users will continue to conduct their queries using CARES mainframe screens
- Local Security Officers will enter CWW "Registration" information in the Wisconsin Integrated Security Application (WISA). Some of the information needed for this registration is:
  - WAMS ID
  - CARES Mainframe ID
  - Worker Profile (IM Worker, IM Supervisor, Receptionist, FEP Worker, FEP Supervisor, Resource Specialist, Resource Specialist/Job Coach)
  - Other identifying info

ACCESS AND SECURITY

ACCESS AND SECURITY

- Appropriate staff will be given the appropriate access to CWW Distance Learning through the PTS Learning Center beginning 8/1/2005.
- Appropriate staff will be given access to the CWW and CARES training environment beginning 8/1/2005.
- Appropriate staff who complete their training and pass their assessment will be given access to the CWW Production Environment beginning 9/6/05.

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ACCESS AND SECURITY

OPERATIONAL CONSIDERATIONS/ PREPARATION

Melissa Otter

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OPERATIONAL CONSIDERATIONS/ PREPARATION

OPERATIONAL CONSIDERATIONS

- Changes to Client Registration (CR) may impact workflow:
  - Clearance moved to Application Entry (AE)
  - Dates and requests (Y/N) entered in CR carry through to AE
  - Separate filing dates by program
  - Ability on open cases to record new program requests, print application registration form, perform priority service, and set filing dates for later worker processing
  - Comments feature added to Client Registration

OPERATIONAL CONSIDERATIONS

OPERATIONAL CONSIDERATIONS

- Appointments may take longer during the initial learning curve – schedule accordingly
  - Idea: Post signs or otherwise notify clients about the new system and that appointments will take a little longer during the learning curve
- Prior to the 10/20/2005 mandatory transition, RFAs can be entered in either the CWW or the CARES mainframe. This may impact workflow or worker assignment:
  - If the RFA is done in CWW, then intake also needs to be done in CWW
  - If the RFA is done on the mainframe, then intake can be processed either in the mainframe or in CWW

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OPERATIONAL CONSIDERATIONS

PREPARATION IDEAS

- Create a training and transition plan that includes dates for certain activities to occur:
  - Develop realistic targets for transitioning cases, doing intakes/reviews on the web, etc. for staff members and have a weekly status check/reporting to ensure training is being completed, and workers are transitioning cases at the appropriate speed.

- Define your problem resolution process for CWW. Will it be the same as used for issues with CARES or different? Who will be involved in the escalation process?

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PREPARATION IDEAS

PREPARATION IDEAS

- Identify workers that you feel may have trouble using or adjusting to CWW (i.e. "low-tech workers")
  - Make sure to keep track of their progress to ensure they won't wait until the last minute.
  - Develop a "buddy system" that will pair experienced or web savvy workers with this group.
- Determine if any workers will be on sick, FMLA, or maternity leave during your rollout time, and allot time for them to get up to speed on CWW when they return from the leave.

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PREPARATION IDEAS

PREPARATION – WHERE'S MY DESK AIDS?

- Want driver flow documents like we have for CARES, and other desk aids?
  - When in the CWW (either training or production environment), access the CWW Help features!
    - Within System Help, there is a section called "How to Use CWW" that provides a lot of good general information.
    - Also, processes like person add, review drivers, reviews, intakes, etc., are found in the Process Help.

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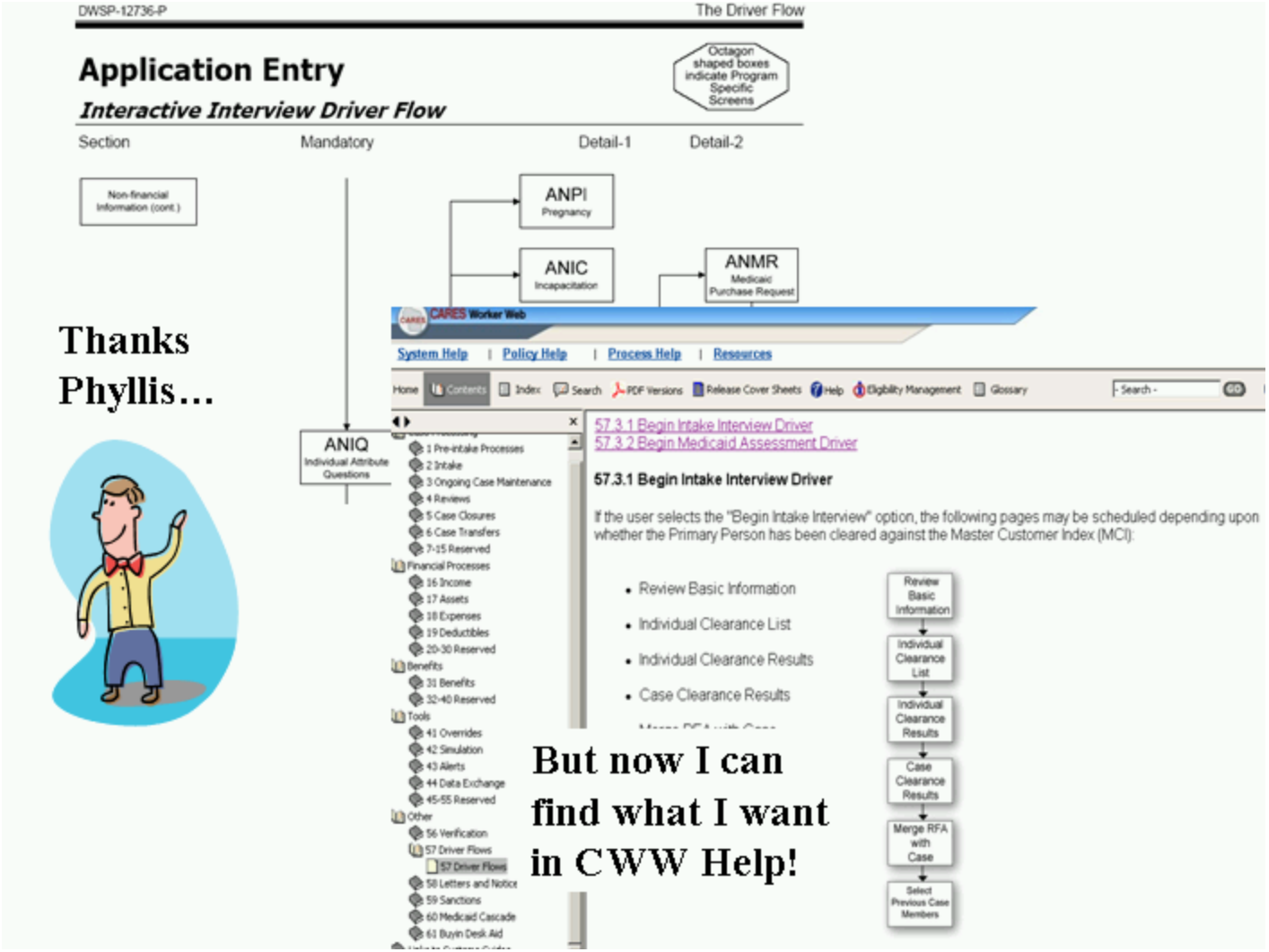
PREPARATION – WHERE'S MY DESK AIDS?


DWSP-12736-P
The Driver Flow
Application Entry
Interactive Interview Driver Flow
Octagon shaped boxes indicate Program Specific Screens
Section
Mandatory
Detail-1
Detail-2
Non-financial Information (cont.)
ANPI
Pregnancy
ANIC
Incapacitation
ANMR
Medicaid Purchase Request
ANIQ
Individual Attribute Questions
Thanks Phyllis…
CARES Worker Web
System Help | Policy Help | Process Help | Resources
Home Contents Index Search PDF Versions Release Cover Sheets Help Eligibility Management Glossary
57.3.1 Begin Intake Interview Driver
57.3.2 Begin Medicaid Assessment Driver
57.3.1 Begin Intake Interview Driver
If the user selects the "Begin Intake Interview" option, the following pages may be scheduled depending upon whether the Primary Person has been cleared against the Master Customer Index (MCI):
Review Basic Information
Individual Clearance List
Individual Clearance Results
Case Clearance Results
But now I can find what I want in CWW Help!
Review Basic Information
Individual Clearance List
Individual Clearance Results
Case Clearance Results
Merge RFA with Case
Select Previous Case Members

Slide 35

OTHER PREPARATION

- All staff should read Admin Memo 05-02
- CWW users should regularly visit the CARES Worker Web - Information and Feedback Site. This will continue to be updated with CWW fixes, enhancements, FAQs, etc.
  http://caresfeedback.wisconsin.gov/home/
  - In addition to other valuable information located there, a CWW Implementation Guide was recently published to this site. This guide is meant to help agency directors, supervisors, or managers to prepare staff and help facilitate a smooth transition to CWW.

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OTHER PREPARATION

CWW TRAINING

Tricia Bless

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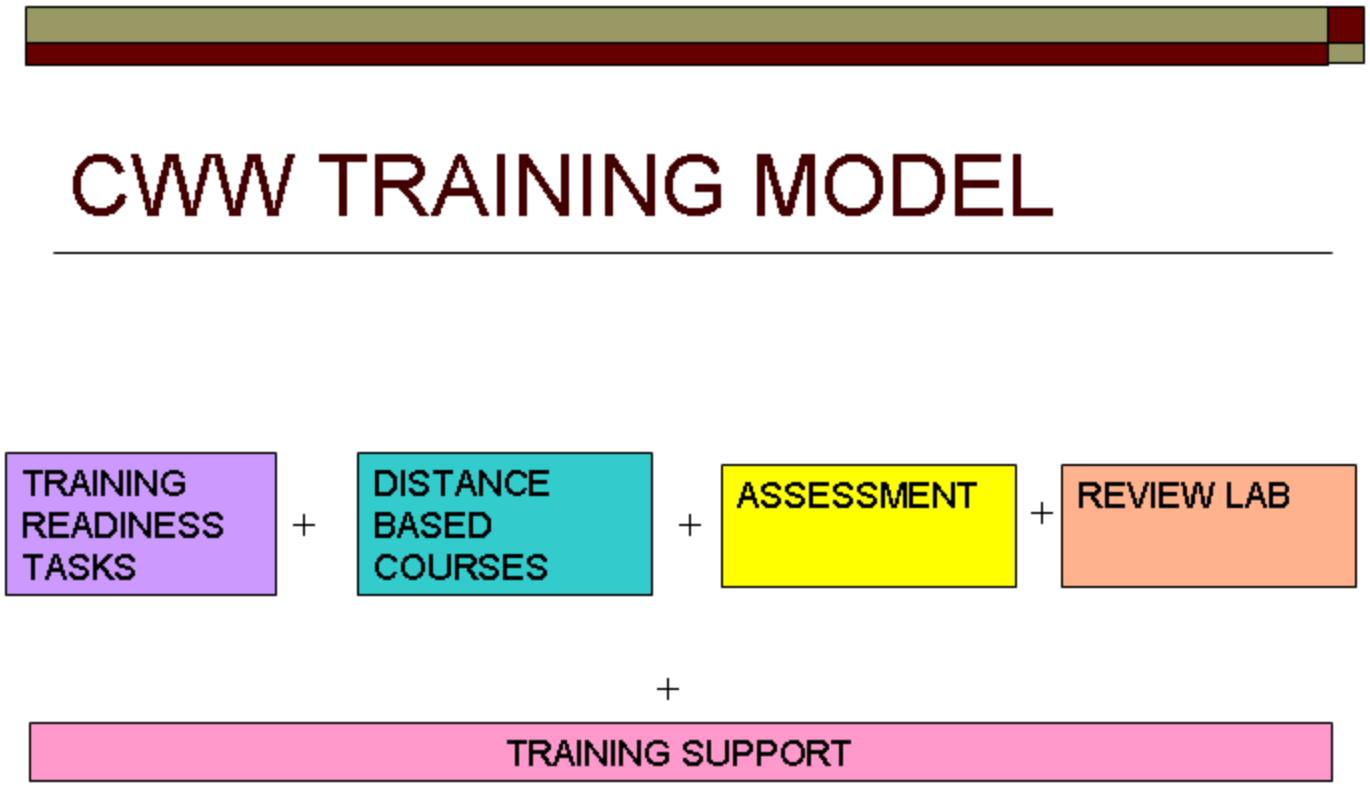
CWW TRAINING



CWW TRAINING MODEL

WHAT CAN I DO TO GET READY FOR CWW TRAINING?

NOW: MAKE SURE YOUR AGENCY HAS THE TOOLS FOR DISTANCE LEARNING

NOW: TRAINING READINESS ACTIVITIES

- Training Readiness Activities - optional, available now:
  - CWW Information and Feedback (f.k.a. "End User feedback") web site
    http://caresfeedback.wisconsin.gov/home/
  - PTS Learner Support Services web page
    http://www.dwd.state.wi.us/dwspts/LearnerSupport/LearnerSupport.htm
  - System Access Information (System Gateway Help)
    https://cares.wisconsin.gov/
    Click on the help link

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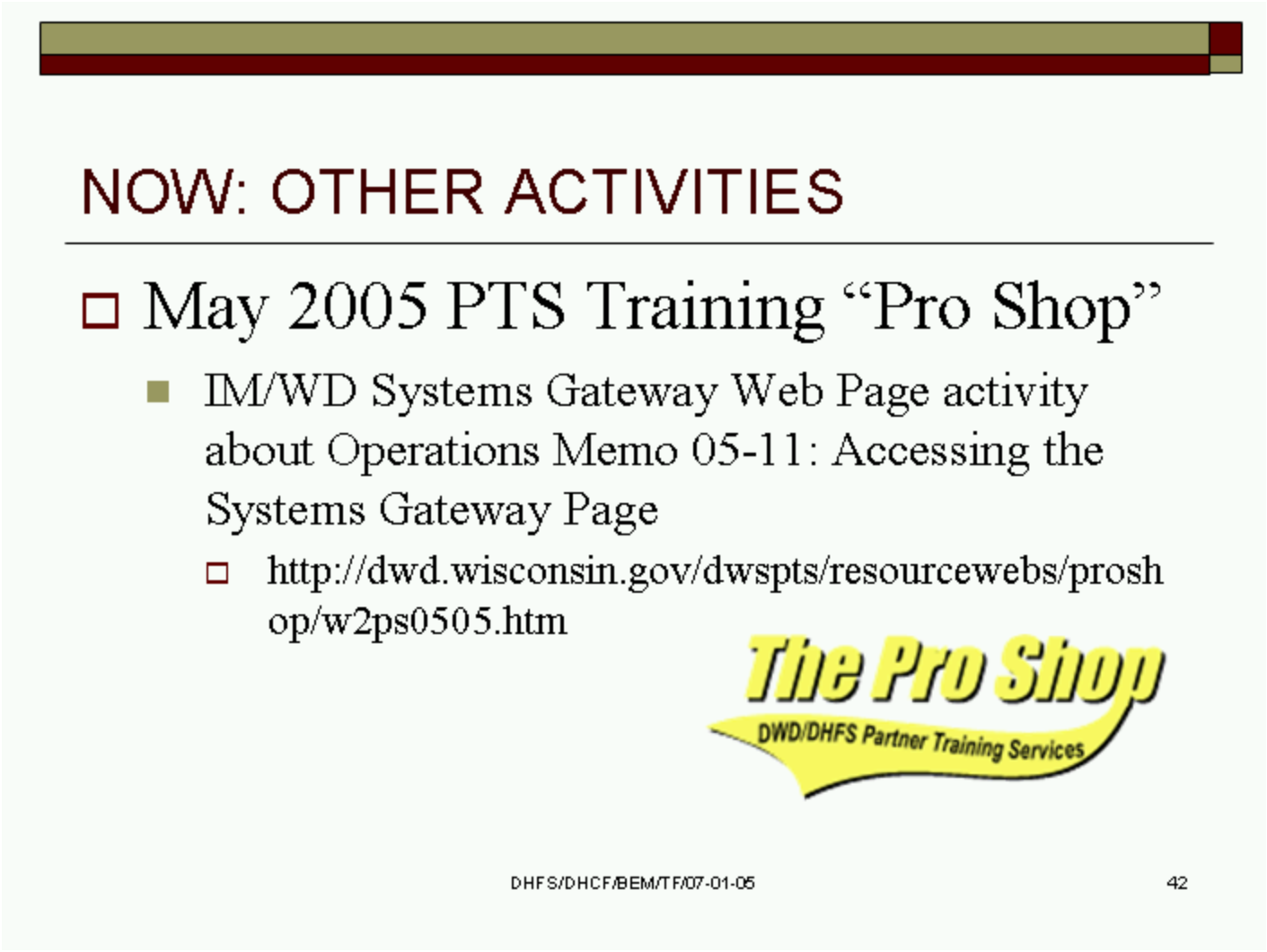
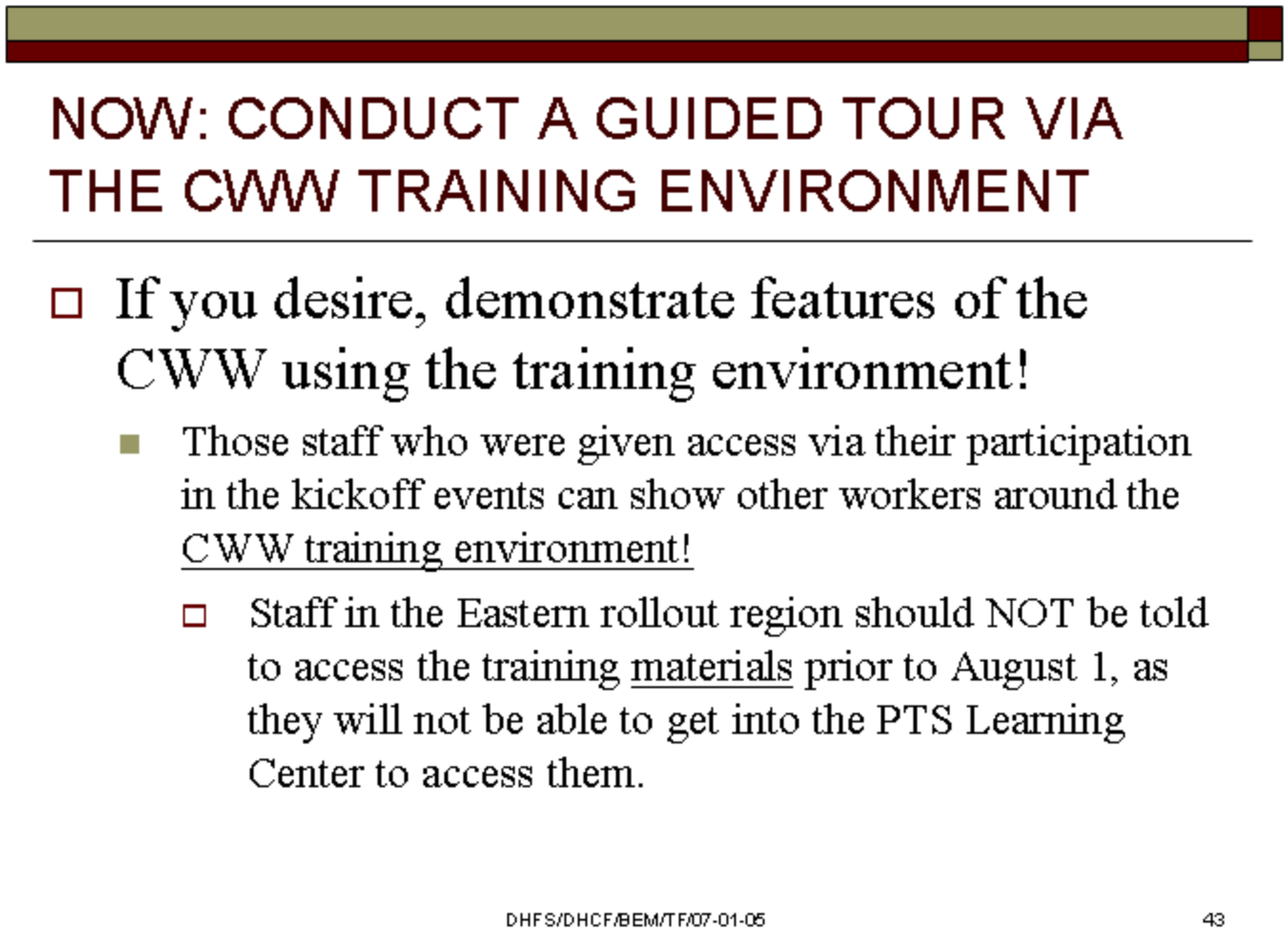
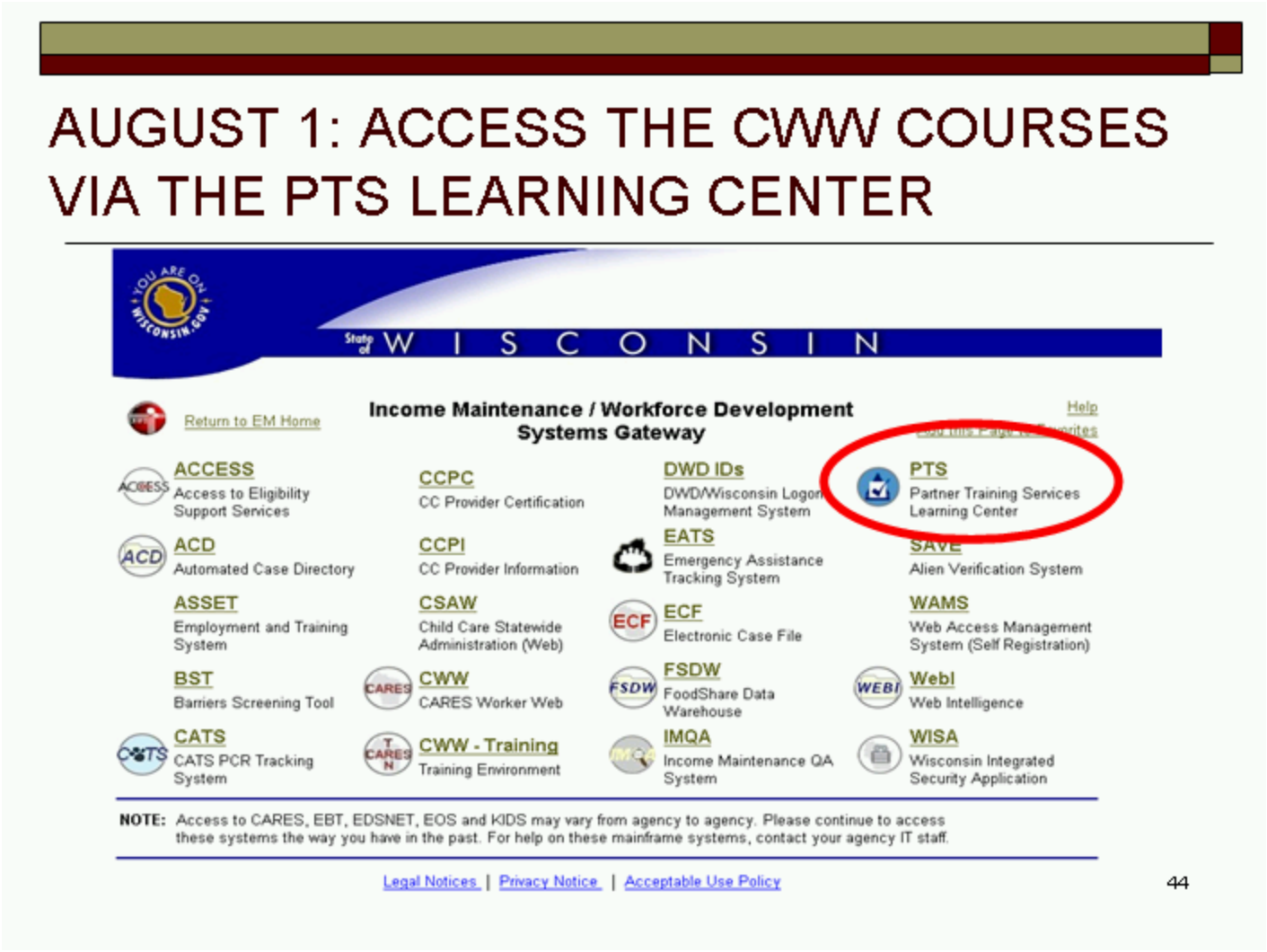
NOW: TRAINING READINESS ACTIVITIES



NOW: OTHER ACTIVITIES



NOW: CONDUCT A GUIDED TOUR VIA THE CWW TRAINING ENVIRONMENT



AUGUST 1: ACCESS THE CWW COURSES VIA THE PTS LEARNING CENTER

"MY CARES WORKER WEB TRAINING"

Slide 45

DISTANCE BASED COURSES

- Distance Based Courses - available August 1 to the Eastern region
- 5 total mandatory courses (for experienced workers and their supervisors)
  1 - Welcome to CWW World
  2 - CWW Virtual Tool Kit
  3 - Client Registration
  4 - Eligibility Worker Processes
  5 - Practical Application (is now mandatory based on pilot and IMAC input and feedback)
  - There are different paths through the coursework for Client Registration staff and Eligibility workers
    - CR workers take courses 1,2,3 and 5
    - Eligibility workers take courses 1,2,3,4 and 5

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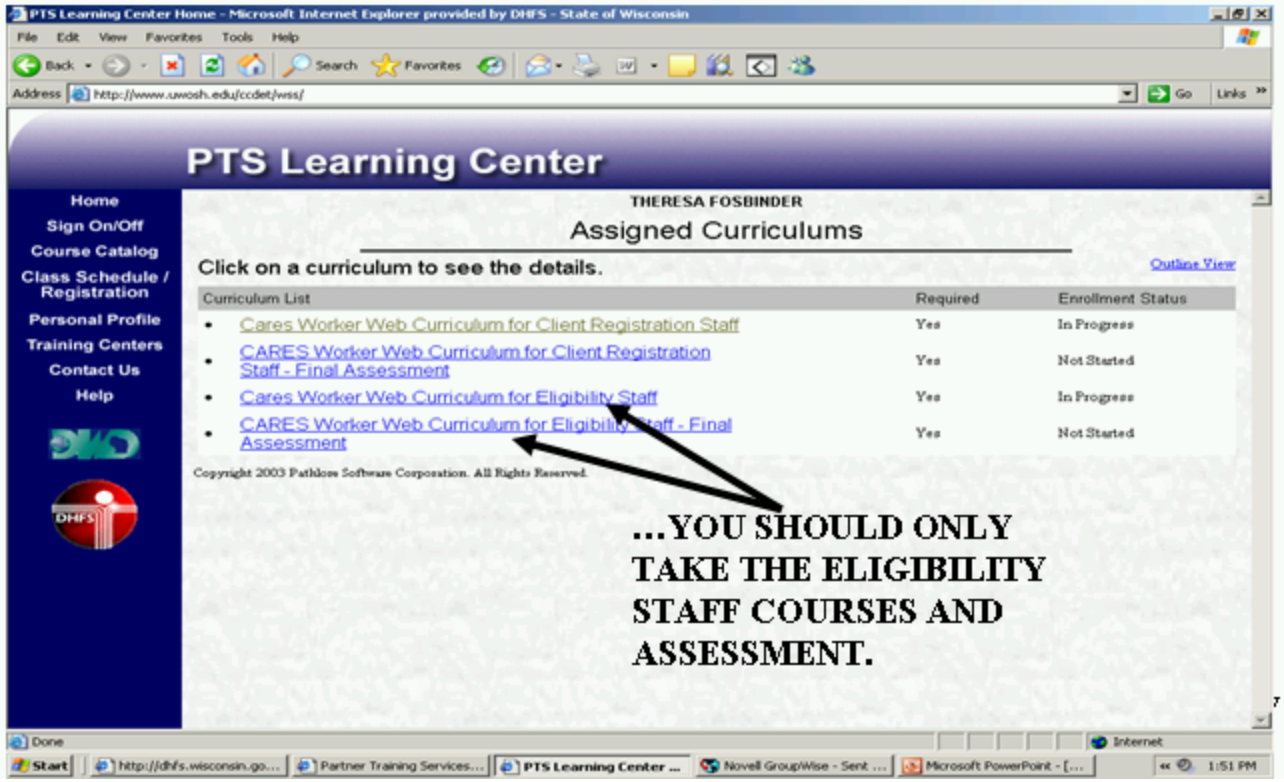
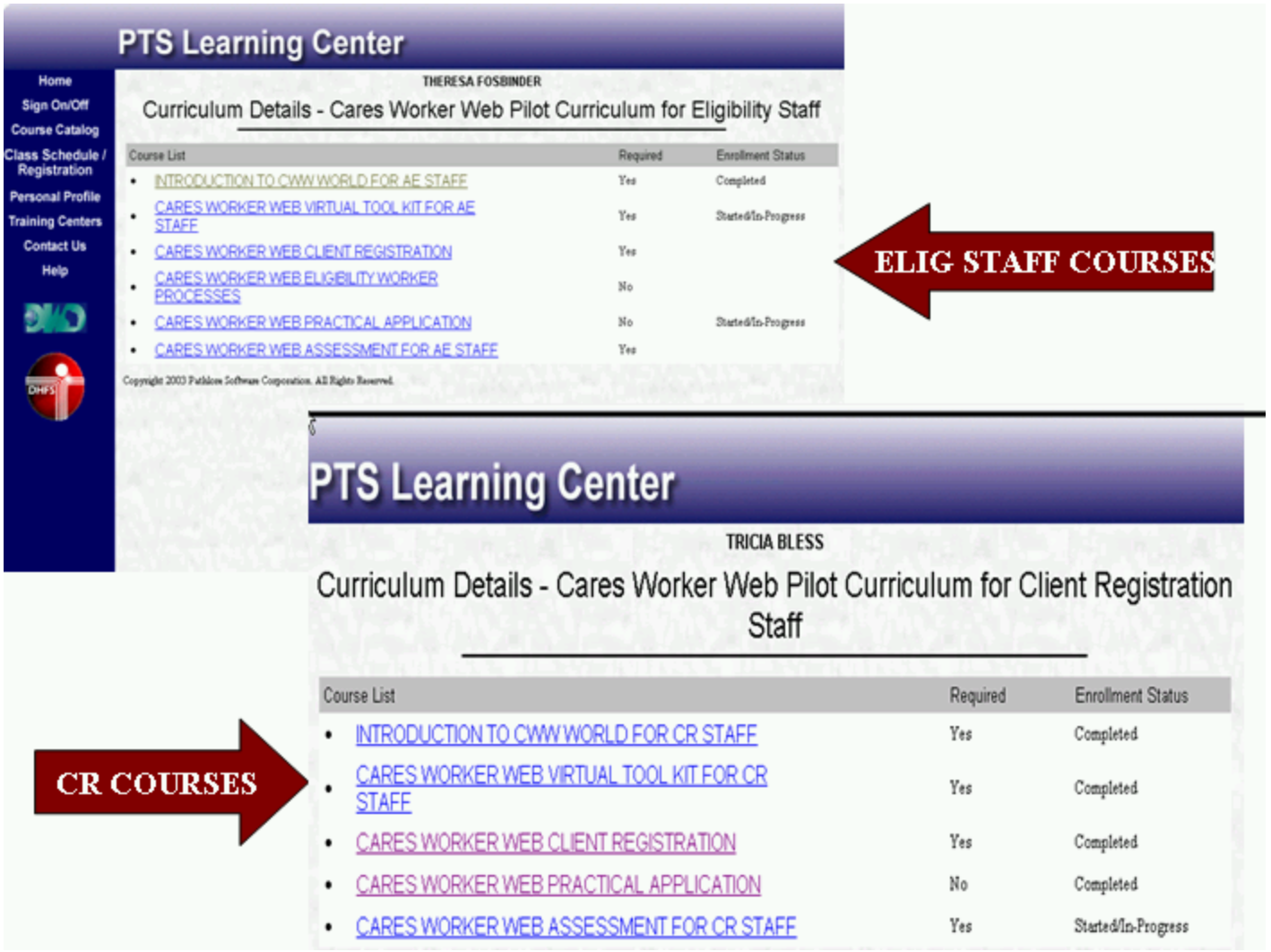
DISTANCE BASED COURSES

IF YOU HAVE MORE THAN ONE CURRICULUM ASSIGNED….



IF YOU HAVE MORE THAN ONE CURRICULUM ASSIGNED….


PTS Learning Center
Home
Sign On/Off
Course Catalog
Class Schedule / Registration
Personal Profile
Training Centers
Contact Us
Help
THERESA FOSBINDER
Curriculum Details - Cares Worker Web Pilot Curriculum for Eligibility Staff
Course List
Required
Enrollment Status
INTRODUCTION TO CWW WORLD FOR AE STAFF
Yes
Completed
CARES WORKER WEB VIRTUAL TOOL KIT FOR AE STAFF
Yes
Started/In-Progress
CARES WORKER WEB CLIENT REGISTRATION
Yes
CARES WORKER WEB ELIGIBILITY WORKER PROCESSES
No
CARES WORKER WEB PRACTICAL APPLICATION
No
Started/In-Progress
CARES WORKER WEB ASSESSMENT FOR AE STAFF
Yes
Copyright 2003 Pathlore Software Corporation. All Rights Reserved.
ELIG STAFF COURSES
PTS Learning Center
TRICIA BLESS
Curriculum Details - Cares Worker Web Pilot Curriculum for Client Registration Staff
Course List
Required
Enrollment Status
INTRODUCTION TO CWW WORLD FOR CR STAFF
Yes
Completed
CARES WORKER WEB VIRTUAL TOOL KIT FOR CR STAFF
Yes
Completed
CARES WORKER WEB CLIENT REGISTRATION
Yes
Completed
CARES WORKER WEB PRACTICAL APPLICATION
No
Completed
CARES WORKER WEB ASSESSMENT FOR CR STAFF
Yes
Started/In-Progress
CR COURSES

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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

- Some courses have activities that will consist of entering a continued scripted case into the CWW training environment. You will be prompted to enter the training environment during the following course components:
  - Course 1 - Welcome to CWW World
  - Course 3 - Client Registration
    - Processing Client Registration
  - Course 4 - Eligibility Worker Processes
    - Case Information
    - Running Eligibility

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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

- Course 5 consists entirely of practice scenarios that are to be entered into the CWW Training environment.
- At **any time**, you may also enter the CWW training environment and practice entering data to the CWW! You should do this while involved in CWW-1 training and anytime after that as well.

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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

ASSESSMENT

- There are 2 assessments - one for receptionists (CR workers) and their supervisors, and one for eligibility workers and their supervisors, based on the specific coursework completed.
- The assessment will test knowledge, skill and ability to function in and navigate between CARES and CWW
- Contain traditional question types and simulation activities:
  - True/False
  - Multiple Choice
  - Matching
  - Graphics
  - Simulation activities

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ASSESSMENT

ASSESSMENT

- Need to pass the assessment at 80% or better to get access to CWW production
- Two tries to pass
  - Note: you can view the assessment ***instructions*** an unlimited number of times – the limit applies to the assessment only.
- "Open Book" approach using CWW
- Best practices
  - No interruptions
  - Use of course reviews

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ASSESSMENT

REVIEW LABS

- The review labs are intended as additional support for anyone not passing assessment after 2 tries
- There will be no new content in the review lab. The review lab will consist of a facilitated opportunity to go over the assessment questions, and then an opportunity to re-take the assessment.
- Labs will be facilitated by trainers
- We will work with local agencies to identify who needs to attend

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REVIEW LABS

REVIEW LABS

- If the learner does not pass the assessment on the 3rd try during the lab, the CWW production ID will not be issues and the local agency will be consulted
- Labs will be 3 hours long.

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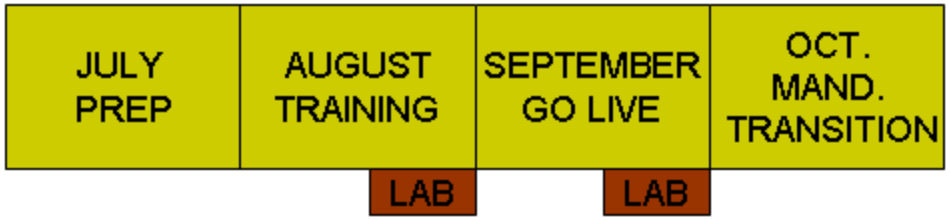
REVIEW LABS

REVIEW LABS

- Lab dates for the Eastern region are August 30 and 31 in Madison; and August 31, September 1, 28 and 29 in Oshkosh.



DHFS/DHCF/BEM/TF/07-01-05 55

REVIEW LABS

TRAINING REPORTS

- Why Distribute Reports?
  - To help agencies monitor staff training
  - To help agencies plan for review labs

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TRAINING REPORTS

REPORT CONTENT

Training Progress Report

- All people in agency
- Status of training
  - Not Started
  - In Progress
  - Mastered
  - Unmastered

Assessment Status Report

- All people in agency
- Status on assessment
  - Not Started
  - Failed Once
  - Failed Twice
  - Mastered

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REPORT CONTENT

REPORT TIMELINE

Timeline

2nd & 4th Monday of Training and Go Live months

2nd Monday of mandatory transition month

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REPORT TIMELINE

REPORT RECIPIENTS

- CARES Coordinator
- Contact Person as listed in PTS Learning Center profile
- Will be a .pdf document
- Will be sent via email

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REPORT RECIPIENTS

TRAINING BEST PRACTICES

- Dedicated time
- Dedicated space away from the desk
  - Idea: If computer lab facilities exist and schedules permit, consider scheduling a lab setting for individual or group learning experiences
- Lots of hands on in the CWW Training environment
  - Idea: Do a mock interview with one person as the worker and one as the client!
- Printing considerations for materials

TRAINING BEST PRACTICES

TOP MISTAKES IN CWW TRAINING

5) Rushing through the training materials too quickly.

4) Not doing the activities in the Practical Application course (which is why it is now mandatory).

3) Taking the assessment twice in a row without reviewing materials in between.

2) Not reading all questions and answers completely before responding (reviews and assessment)

1) Not reading the instructions for each course.

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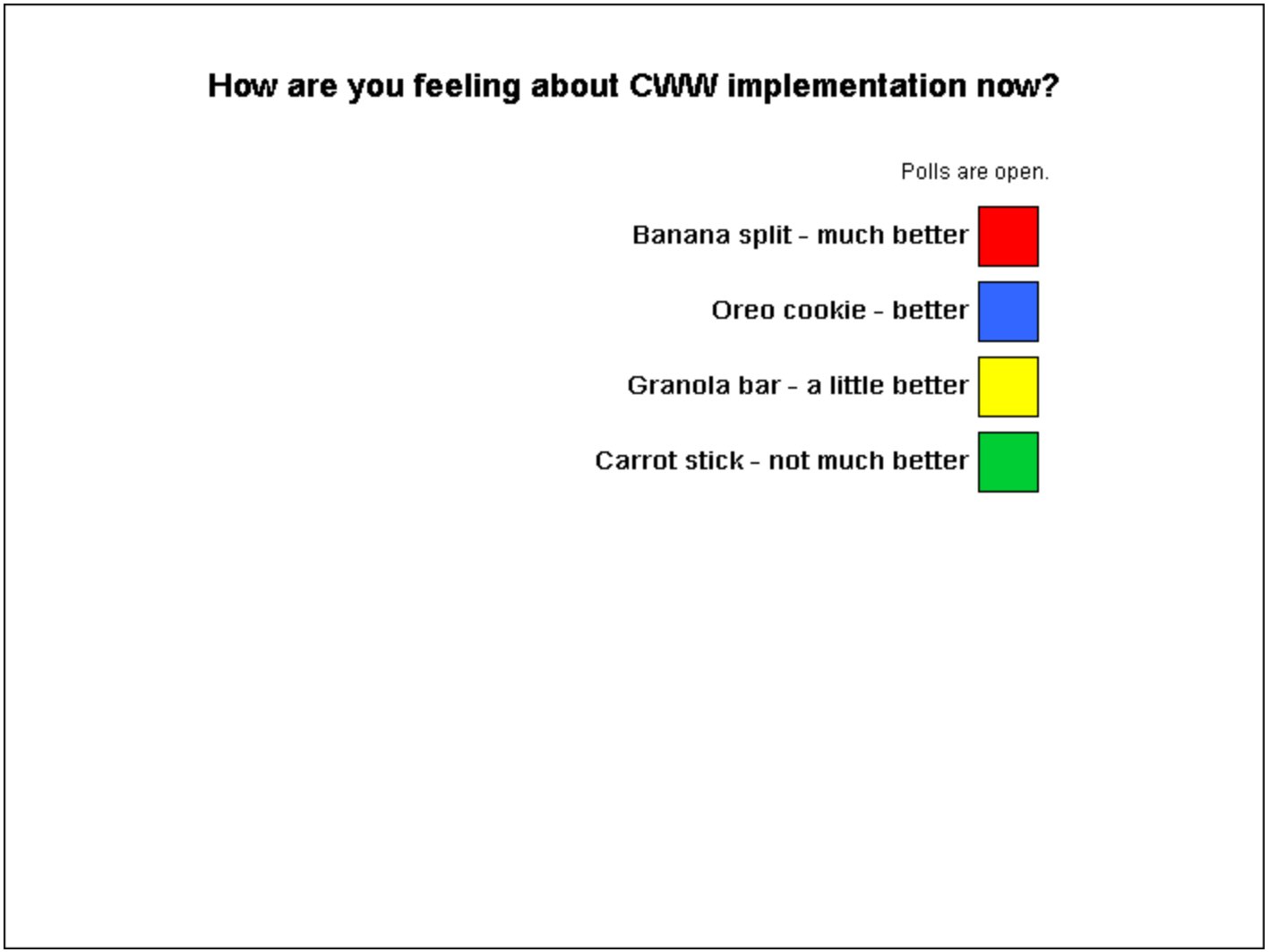
TOP MISTAKES IN CWW TRAINING

BREAK

BREAK


How are you feeling about CWW implementation now?
Polls are open.
Banana split - much better
Oreo cookie - better
Granola bar - a little better
Carrot stick - not much better

[Poll B]

DEMONSTRATION

Team

DHFS/DHCF/BEM/TF/07-01-05 63

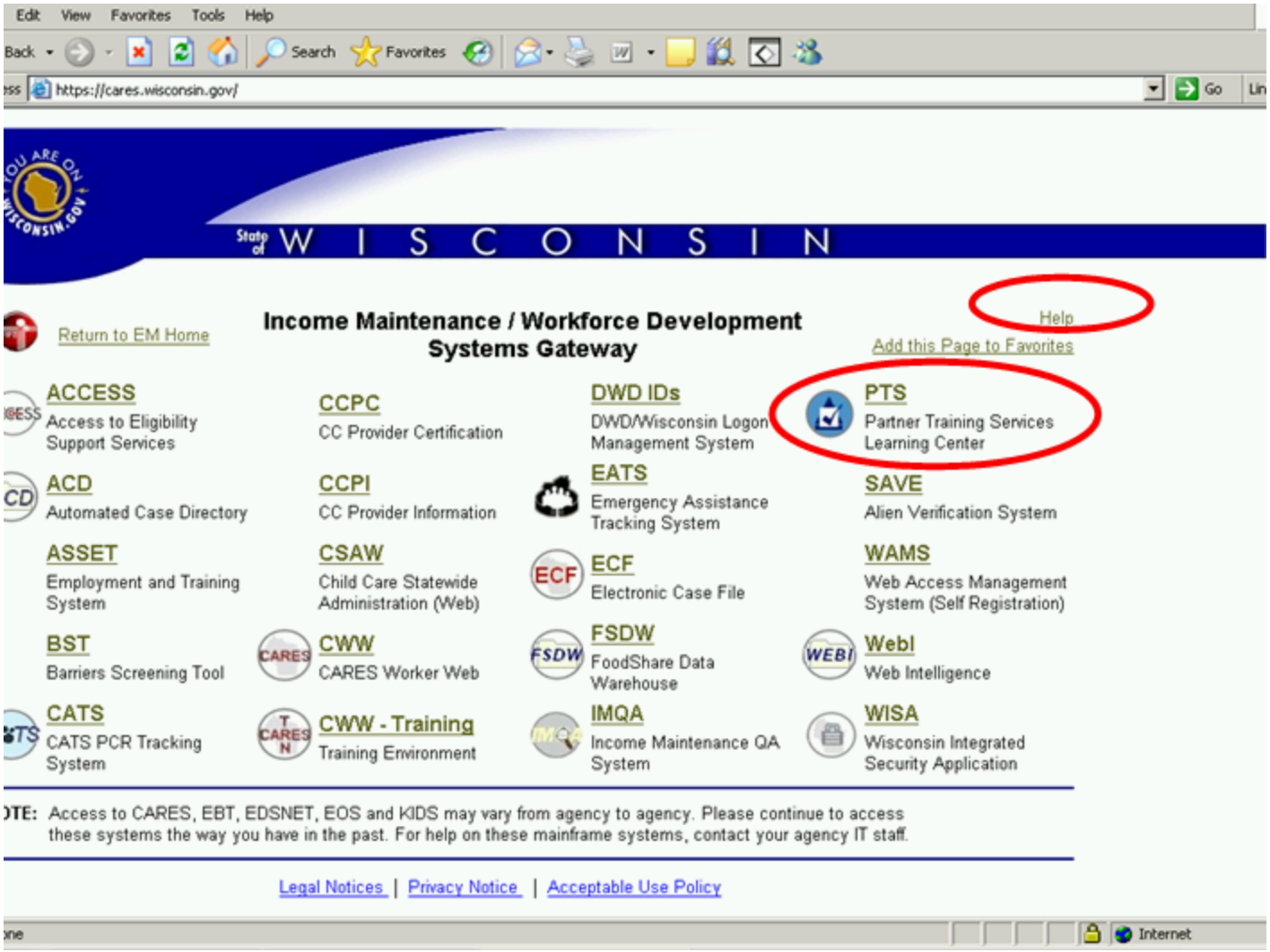
DEMONSTRATION

A Sharing Slide

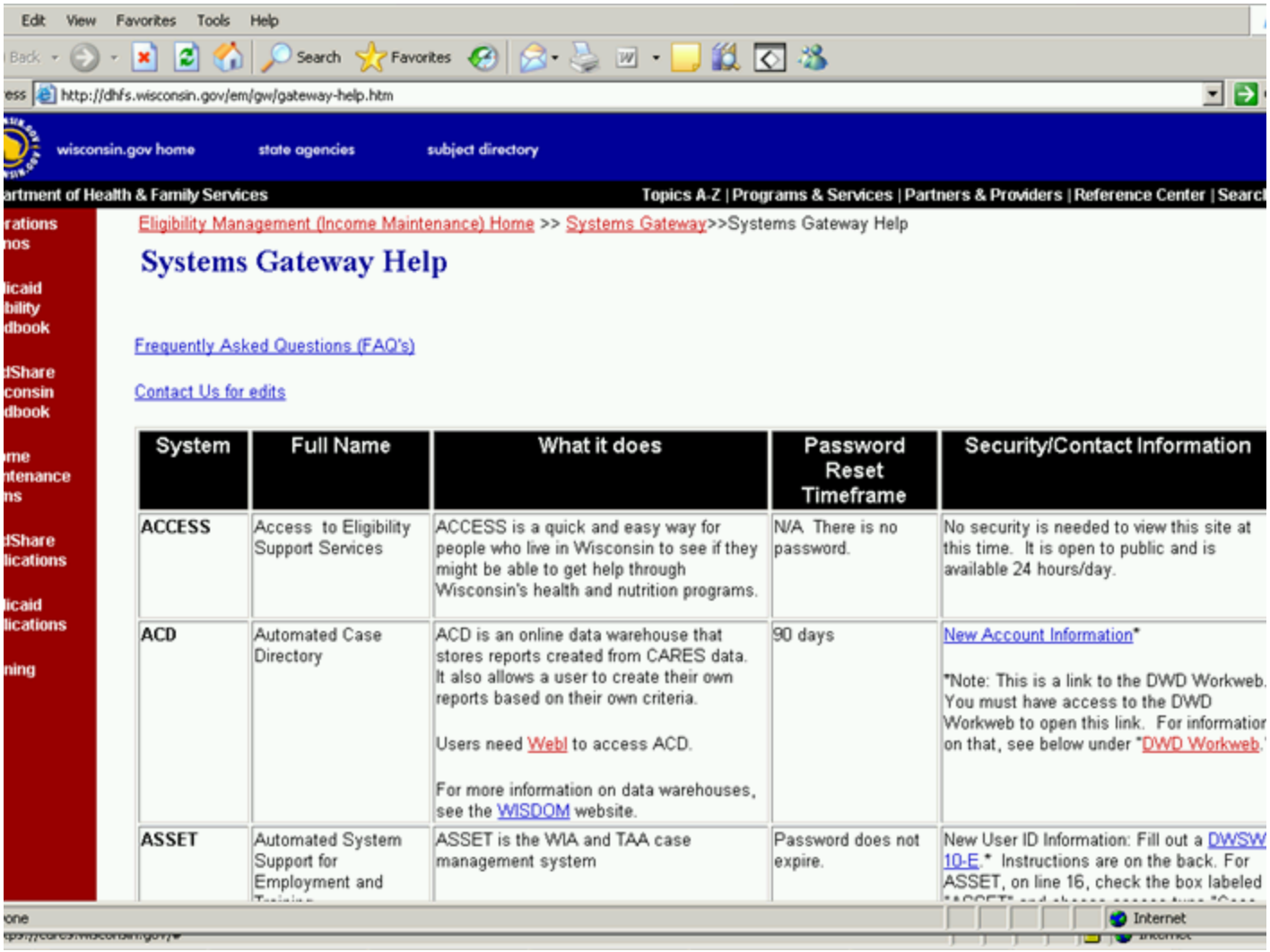
Gateway Page - Microsoft Internet Explorer provided by DHFS - State of Wisconsin - Theresa

DEMO: SYSTEMS GATEWAY

DEMO: SYSTEMS GATEWAY

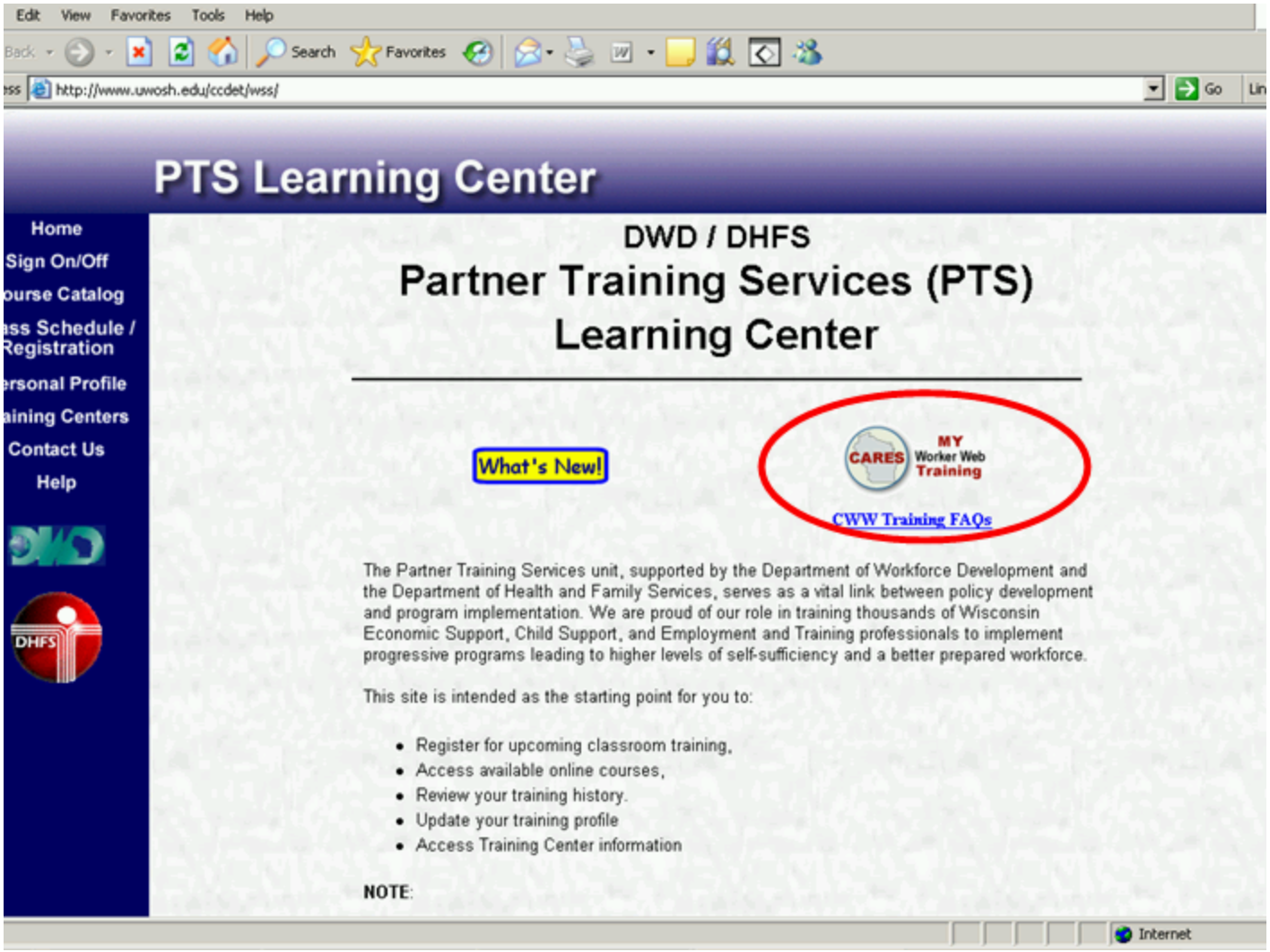

Edit View Favorites Tools Help
Back Search Favorites
https://cares.wisconsin.gov/
Go
State of WISCONSIN
Return to EM Home
Income Maintenance / Workforce Development Systems Gateway
Help
Add this Page to Favorites
ACCESS
Access to Eligibility Support Services
CCPC
CC Provider Certification
DWD IDs
DWD/Wisconsin Logon Management System
PTS
Partner Training Services Learning Center
ACD
Automated Case Directory
CCPI
CC Provider Information
EATS
Emergency Assistance Tracking System
SAVE
Alien Verification System
ASSET
Employment and Training System
CSAW
Child Care Statewide Administration (Web)
ECF
Electronic Case File
WAMS
Web Access Management System (Self Registration)
BST
Barriers Screening Tool
CWW
CARES Worker Web
FSDW
FoodShare Data Warehouse
WebI
Web Intelligence
CATS
CATS PCR Tracking System
CWW - Training
Training Environment
IMQA
Income Maintenance QA System
WISA
Wisconsin Integrated Security Application
TE: Access to CARES, EBT, EDSNET, EOS and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. For help on these mainframe systems, contact your agency IT staff.
Legal Notices | Privacy Notice | Acceptable Use Policy
Internet

Slide 65

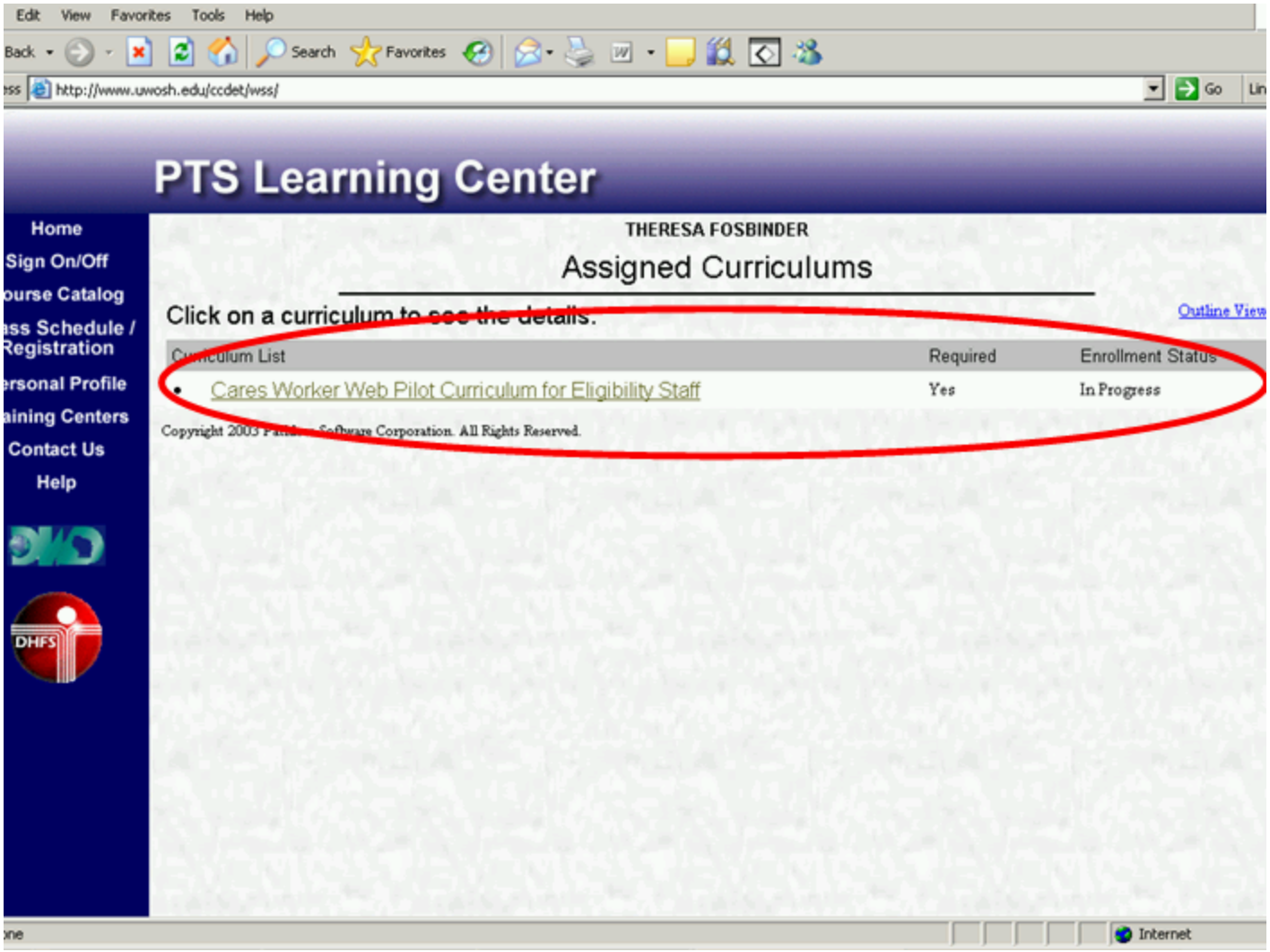

Edit View Favorites Tools Help
Search Favorites
http://dhfs.wisconsin.gov/em/gw/gateway-help.htm
wisconsin.gov home
state agencies
subject directory
Topics A-Z | Programs & Services | Partners & Providers | Reference Center | Search
Eligibility Management (Income Maintenance) Home >> Systems Gateway>>Systems Gateway Help
Systems Gateway Help
Frequently Asked Questions (FAQ's)
Contact Us for edits
System
Full Name
What it does
Password Reset Timeframe
Security/Contact Information
ACCESS
Access to Eligibility Support Services
ACCESS is a quick and easy way for people who live in Wisconsin to see if they might be able to get help through Wisconsin's health and nutrition programs.
N/A There is no password.
No security is needed to view this site at this time. It is open to public and is available 24 hours/day.
ACD
Automated Case Directory
ACD is an online data warehouse that stores reports created from CARES data. It also allows a user to create their own reports based on their own criteria.
Users need Webl to access ACD.
For more information on data warehouses, see the WISDOM website.
90 days
New Account Information*
*Note: This is a link to the DWD Workweb. You must have access to the DWD Workweb to open this link. For information on that, see below under "DWD Workweb."
ASSET
Automated System Support for Employment and
ASSET is the WIA and TAA case management system
Password does not expire.
New User ID Information: Fill out a DWSW 10-E.* Instructions are on the back. For ASSET, on line 16, check the box labeled
Internet

Slide 66

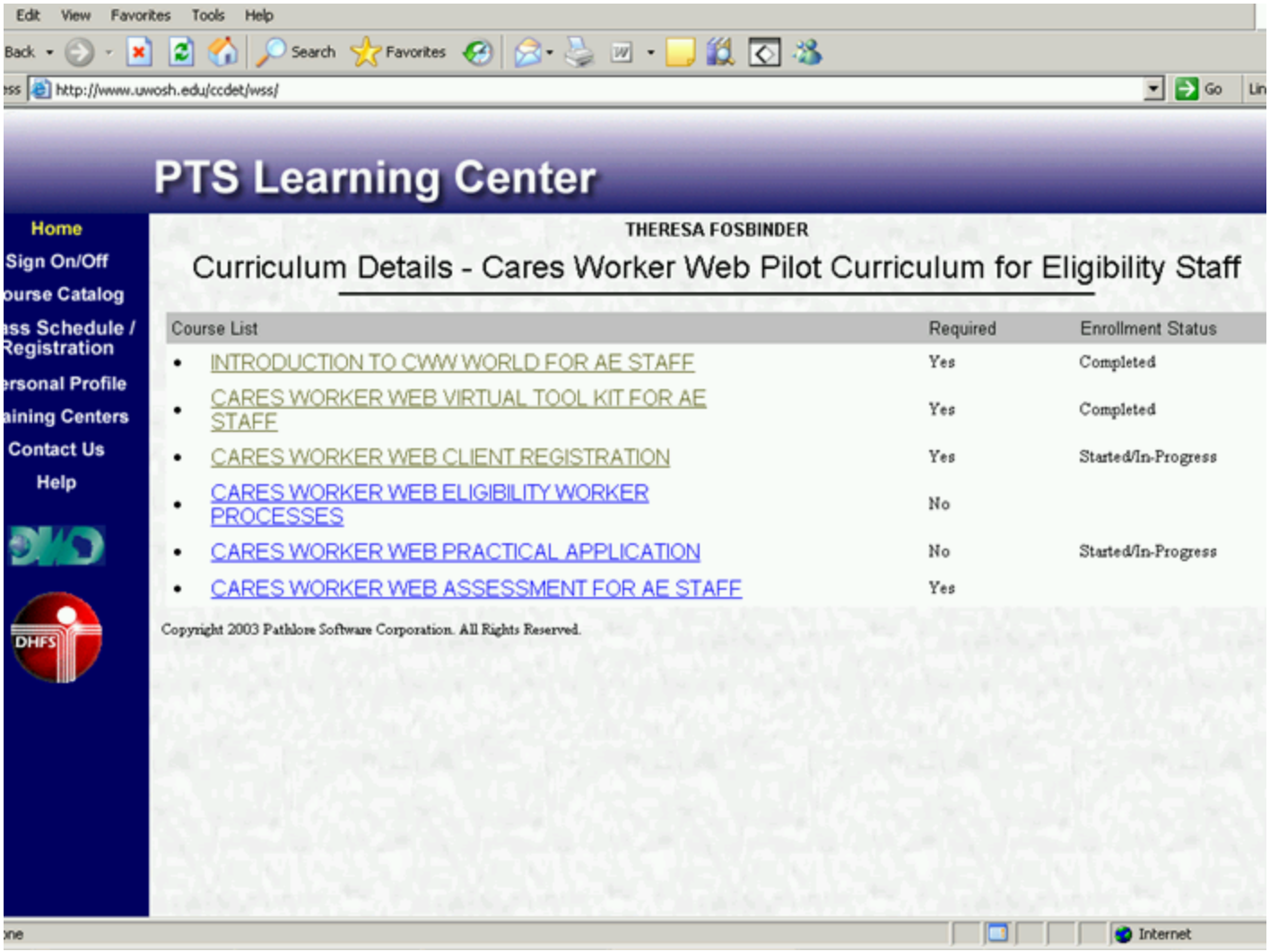
DEMO: ACCESSING AND USING THE PTS LEARNING CENTER


Edit View Favorites Tools Help
Back Search Favorites
http://www.uwosh.edu/ccdet/wss/
Go
PTS Learning Center
Home
Sign On/Off
ourse Catalog
ass Schedule / Registration
ersonal Profile
aining Centers
Contact Us
Help
DWD / DHFS
Partner Training Services (PTS)
Learning Center
What's New!
CARES
MY Worker Web Training
CWW Training FAQs
The Partner Training Services unit, supported by the Department of Workforce Development and the Department of Health and Family Services, serves as a vital link between policy development and program implementation. We are proud of our role in training thousands of Wisconsin Economic Support, Child Support, and Employment and Training professionals to implement progressive programs leading to higher levels of self-sufficiency and a better prepared workforce.
This site is intended as the starting point for you to:
Register for upcoming classroom training,
Access available online courses,
Review your training history.
Update your training profile
Access Training Center information
NOTE:
Internet

Slide 68


Edit View Favorites Tools Help
Back Search Favorites
http://www.uwosh.edu/ccdet/wss/
Go
PTS Learning Center
Home
Sign On/Off
ourse Catalog
ass Schedule / Registration
ersonal Profile
aining Centers
Contact Us
Help
DHFS
THERESA FOSBINDER
Assigned Curriculums
Click on a curriculum to see the details.
Outline View
Curriculum List
Required
Enrollment Status
Cares Worker Web Pilot Curriculum for Eligibility Staff
Yes
In Progress
Copyright 2003 Pathlore Software Corporation. All Rights Reserved.
Internet

Slide 69


Edit View Favorites Tools Help
Back Search Favorites
http://www.uwosh.edu/ccdet/wss/
Go
PTS Learning Center
Home
Sign On/Off
ourse Catalog
ass Schedule / Registration
ersonal Profile
aining Centers
Contact Us
Help
DHFS
THERESA FOSBINDER
Curriculum Details - Cares Worker Web Pilot Curriculum for Eligibility Staff
Course List
Required
Enrollment Status
INTRODUCTION TO CWW WORLD FOR AE STAFF
Yes
Completed
CARES WORKER WEB VIRTUAL TOOL KIT FOR AE STAFF
Yes
Completed
CARES WORKER WEB CLIENT REGISTRATION
Yes
Started/In-Progress
CARES WORKER WEB ELIGIBILITY WORKER PROCESSES
No
CARES WORKER WEB PRACTICAL APPLICATION
No
Started/In-Progress
CARES WORKER WEB ASSESSMENT FOR AE STAFF
Yes
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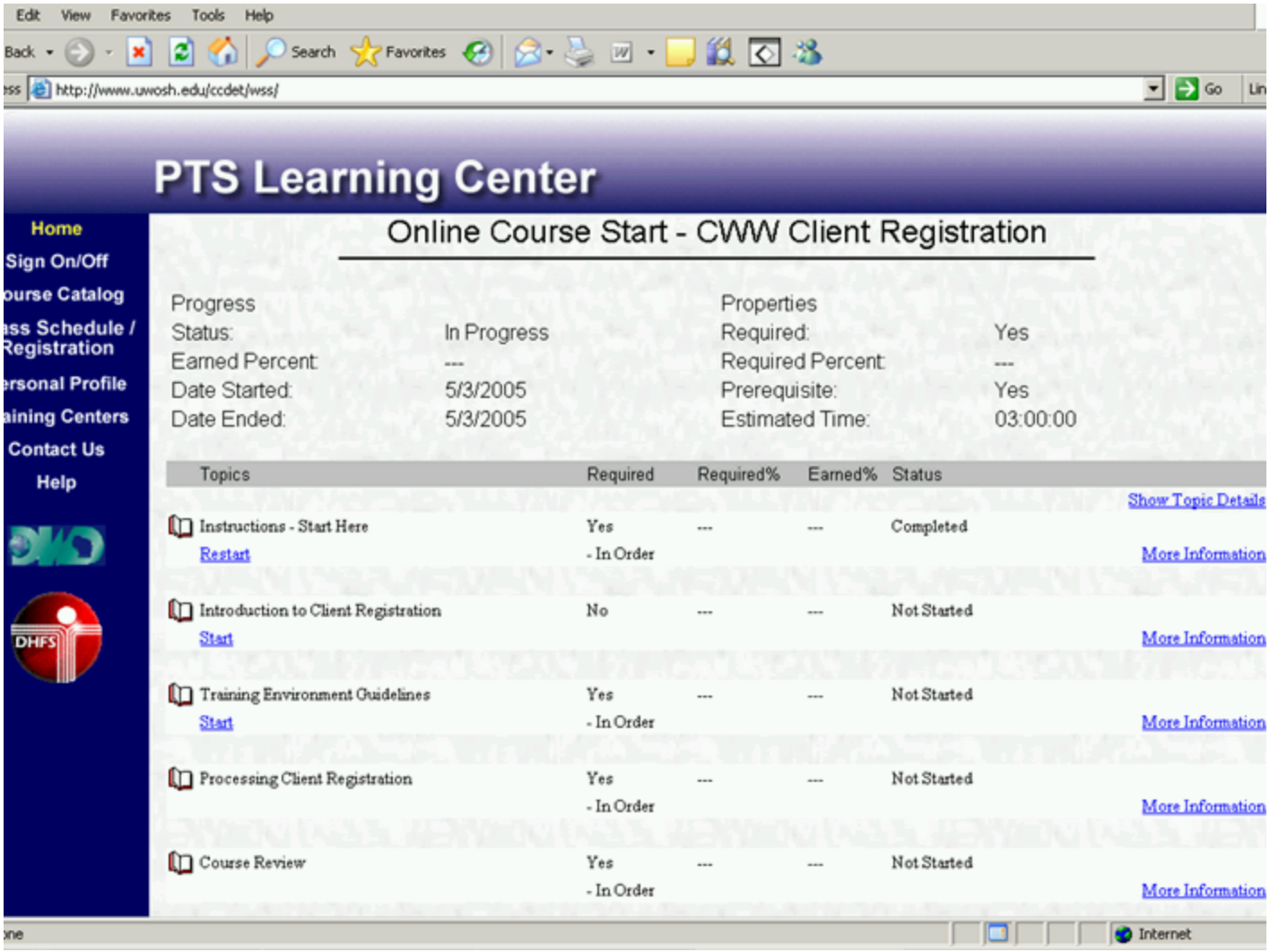
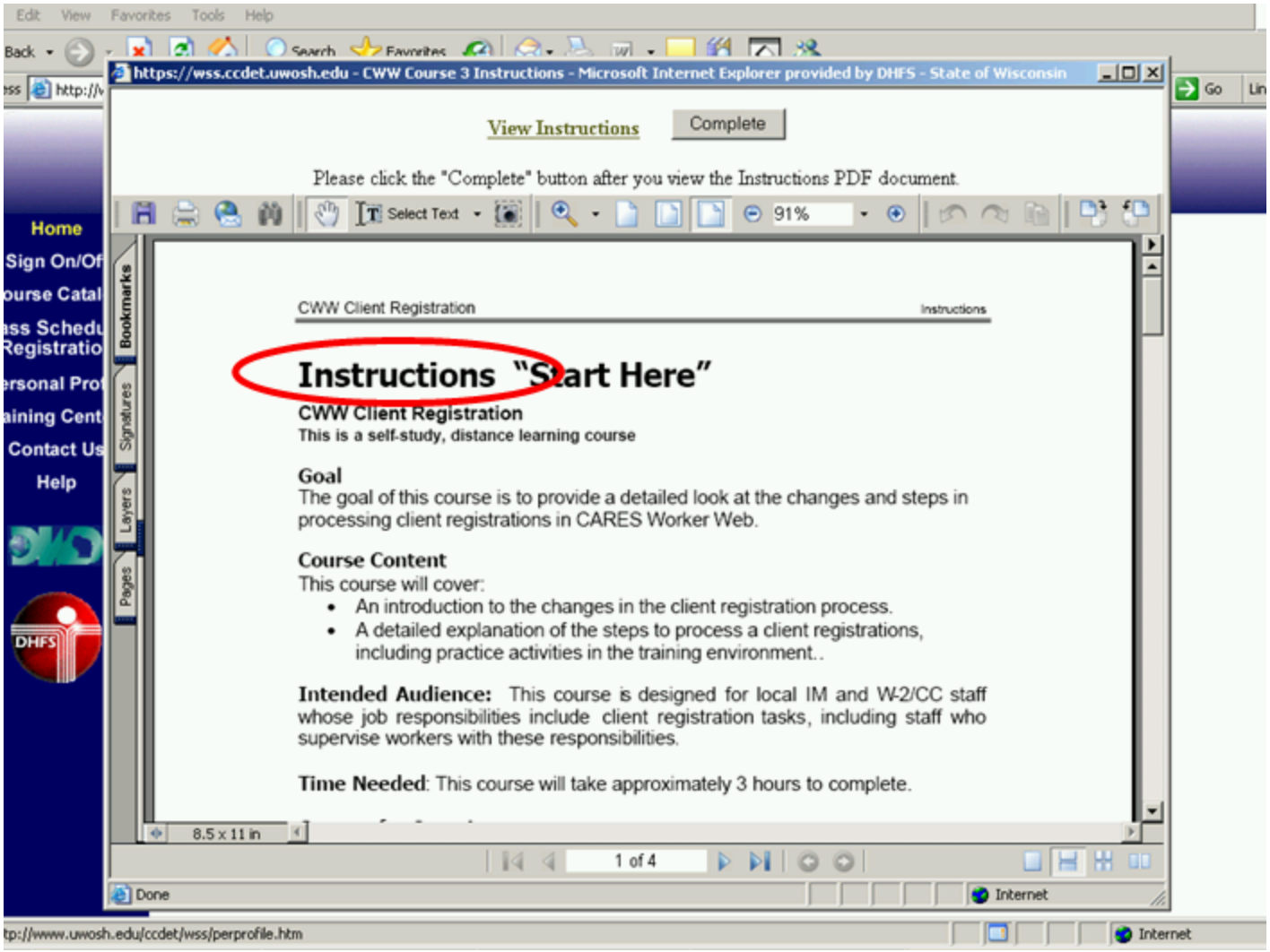
Internet

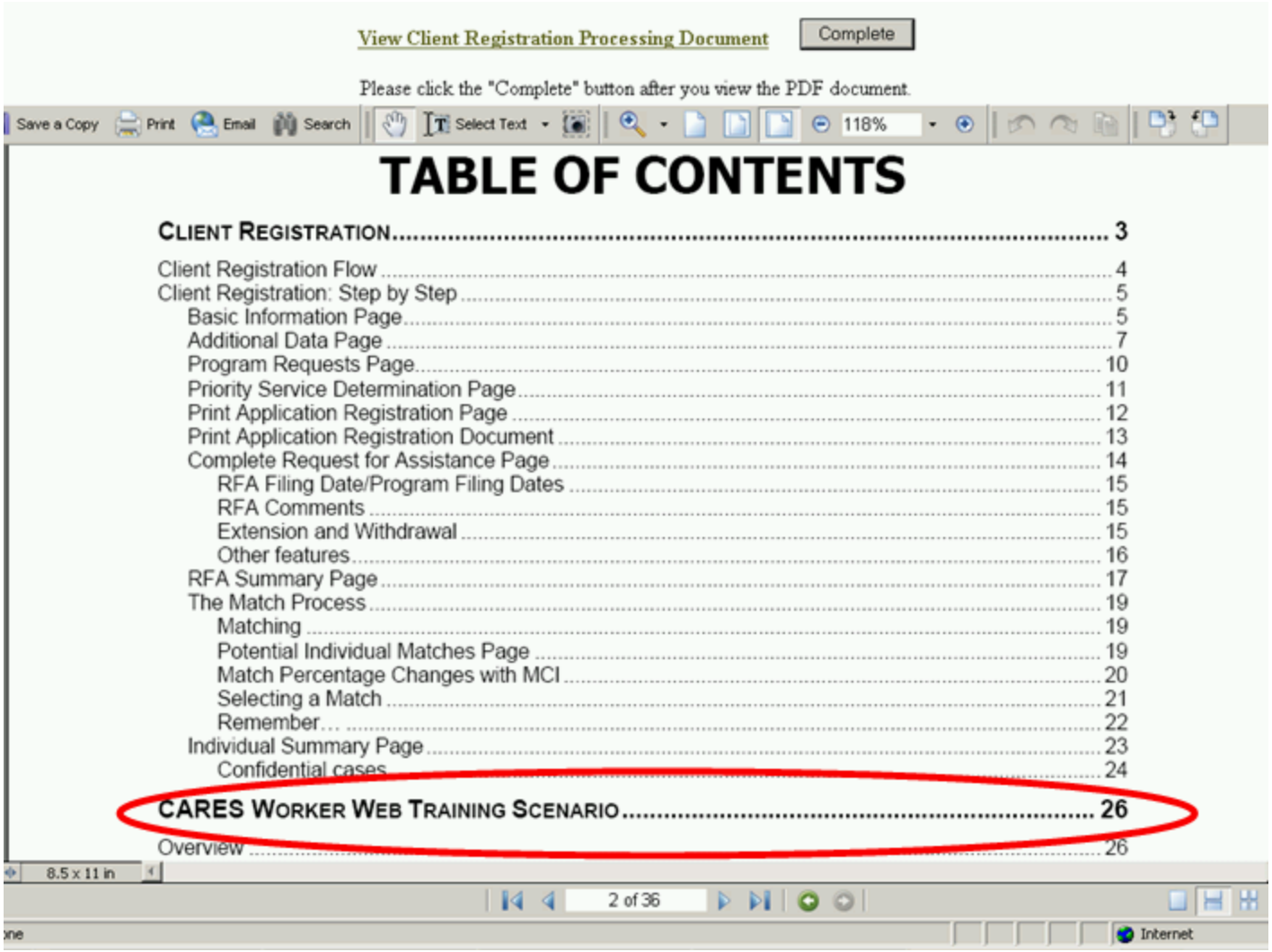
Slide 70


Edit View Favorites Tools Help
Back Search Favorites
http://www.uwosh.edu/ccdet/wss/
Go
PTS Learning Center
Home
Sign On/Off
ourse Catalog
ass Schedule / Registration
ersonal Profile
aining Centers
Contact Us
Help
DHFS
Online Course Start - CWW Client Registration
Progress
Status: In Progress
Earned Percent: ---
Date Started: 5/3/2005
Date Ended: 5/3/2005
Properties
Required: Yes
Required Percent: ---
Prerequisite: Yes
Estimated Time: 03:00:00
Topics Required Required% Earned% Status
Show Topic Details
Instructions - Start Here Yes --- --- Completed
Restart - In Order More Information
Introduction to Client Registration No --- --- Not Started
Start More Information
Training Environment Guidelines Yes --- --- Not Started
Start - In Order More Information
Processing Client Registration Yes --- --- Not Started
- In Order More Information
Course Review Yes --- --- Not Started
- In Order More Information
Internet

Slide 71


https://wss.ccdet.uwosh.edu - CWW Course 3 Instructions - Microsoft Internet Explorer provided by DHFS - State of Wisconsin
View Instructions
Complete
Please click the "Complete" button after you view the Instructions PDF document.
Home
Sign On/Of
ourse Catal
ass Schedu
Registratio
ersonal Pro
aining Cent
Contact Us
Help
DHFS
Bookmarks
Signatures
Layers
Pages
CWW Client Registration
Instructions
Instructions "Start Here"
CWW Client Registration
This is a self-study, distance learning course
Goal
The goal of this course is to provide a detailed look at the changes and steps in processing client registrations in CARES Worker Web.
Course Content
This course will cover:
An introduction to the changes in the client registration process.
A detailed explanation of the steps to process a client registrations, including practice activities in the training environment..
Intended Audience: This course is designed for local IM and W-2/CC staff whose job responsibilities include client registration tasks, including staff who supervise workers with these responsibilities.
Time Needed: This course will take approximately 3 hours to complete.
8.5 x 11 in
1 of 4
Done
Internet
tp://www.uwosh.edu/ccdet/wss/perprofile.htm
Internet

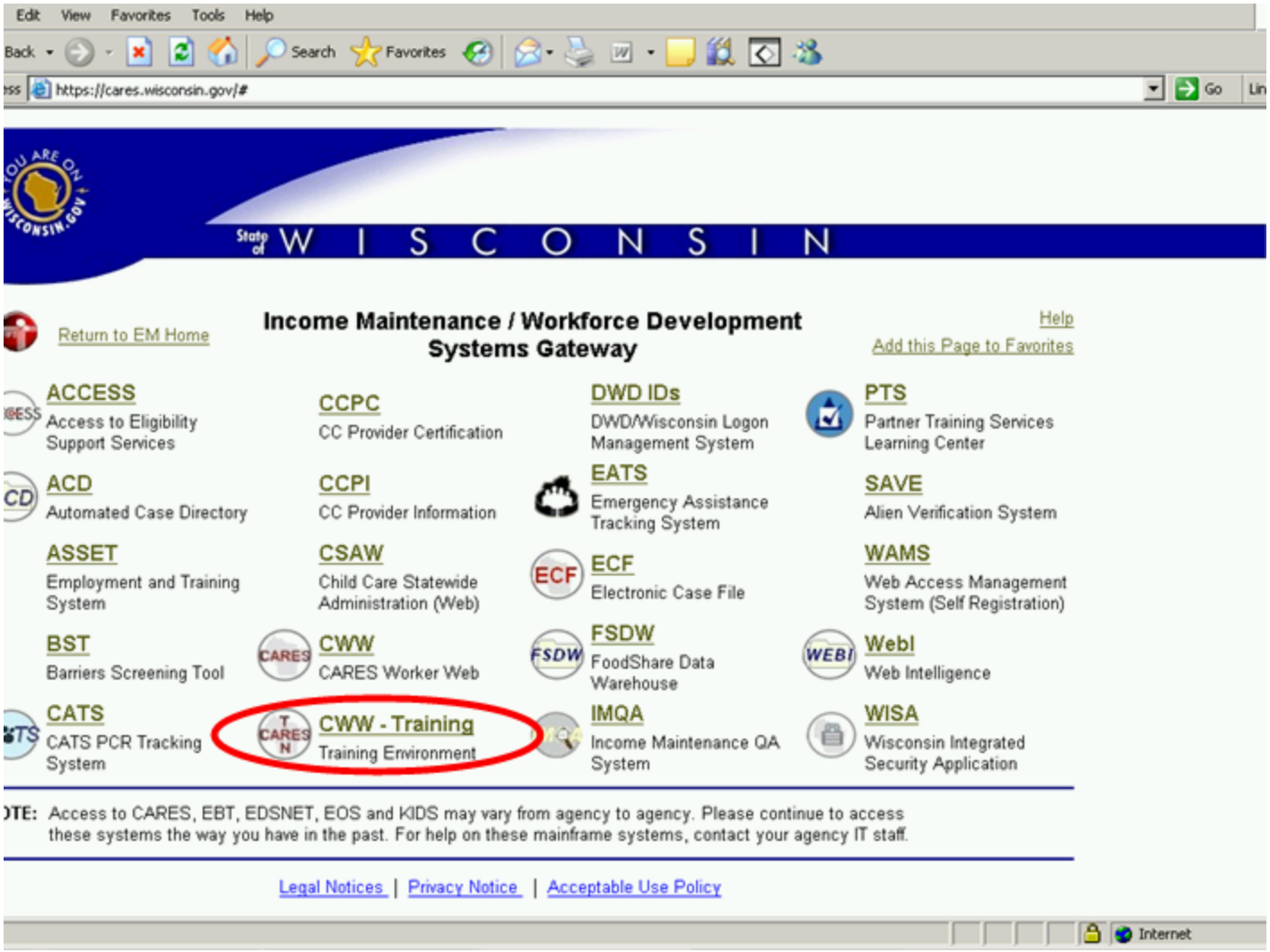
Slide 72


View Client Registration Processing Document
Complete
Please click the "Complete" button after you view the PDF document.
Save a Copy
Print
Email
Search
Select Text
118%
TABLE OF CONTENTS
CLIENT REGISTRATION 3
Client Registration Flow 4
Client Registration: Step by Step 5
Basic Information Page 5
Additional Data Page 7
Program Requests Page 10
Priority Service Determination Page 11
Print Application Registration Page 12
Print Application Registration Document 13
Complete Request for Assistance Page 14
RFA Filing Date/Program Filing Dates 15
RFA Comments 15
Extension and Withdrawal 15
Other features 16
RFA Summary Page 17
The Match Process 19
Matching 19
Potential Individual Matches Page 19
Match Percentage Changes with MCI 20
Selecting a Match 21
Remember… 22
Individual Summary Page 23
Confidential cases 24
CARES WORKER WEB TRAINING SCENARIO 26
Overview 26
8.5 x 11 in
2 of 36
Internet

Slide 73

DEMO: THE CWW TRAINING ENVIRONMENT

DEMO: THE CWW TRAINING ENVIRONMENT


Edit View Favorites Tools Help
Back Search Favorites
https://cares.wisconsin.gov/#
Go
State of WISCONSIN
Return to EM Home
Income Maintenance / Workforce Development Systems Gateway
Help
Add this Page to Favorites
ACCESS
Access to Eligibility Support Services
CCPC
CC Provider Certification
DWD IDs
DWD/Wisconsin Logon Management System
PTS
Partner Training Services Learning Center
ACD
Automated Case Directory
CCPI
CC Provider Information
EATS
Emergency Assistance Tracking System
SAVE
Alien Verification System
ASSET
Employment and Training System
CSAW
Child Care Statewide Administration (Web)
ECF
Electronic Case File
WAMS
Web Access Management System (Self Registration)
BST
Barriers Screening Tool
CWW
CARES Worker Web
FSDW
FoodShare Data Warehouse
WebI
Web Intelligence
CATS
CATS PCR Tracking System
CWW - Training
Training Environment
IMQA
Income Maintenance QA System
WISA
Wisconsin Integrated Security Application
TE: Access to CARES, EBT, EDSNET, EOS and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. For help on these mainframe systems, contact your agency IT staff.
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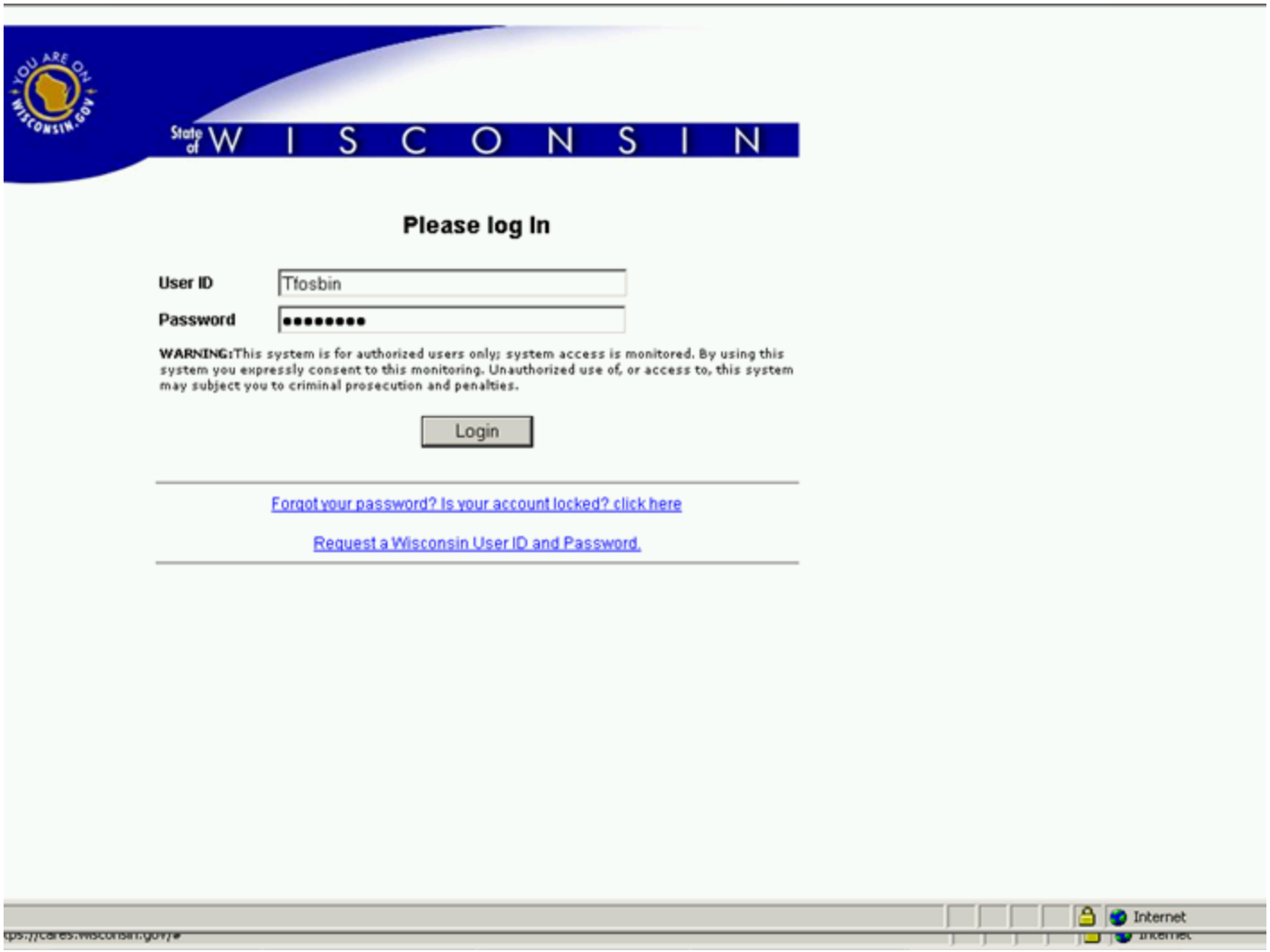
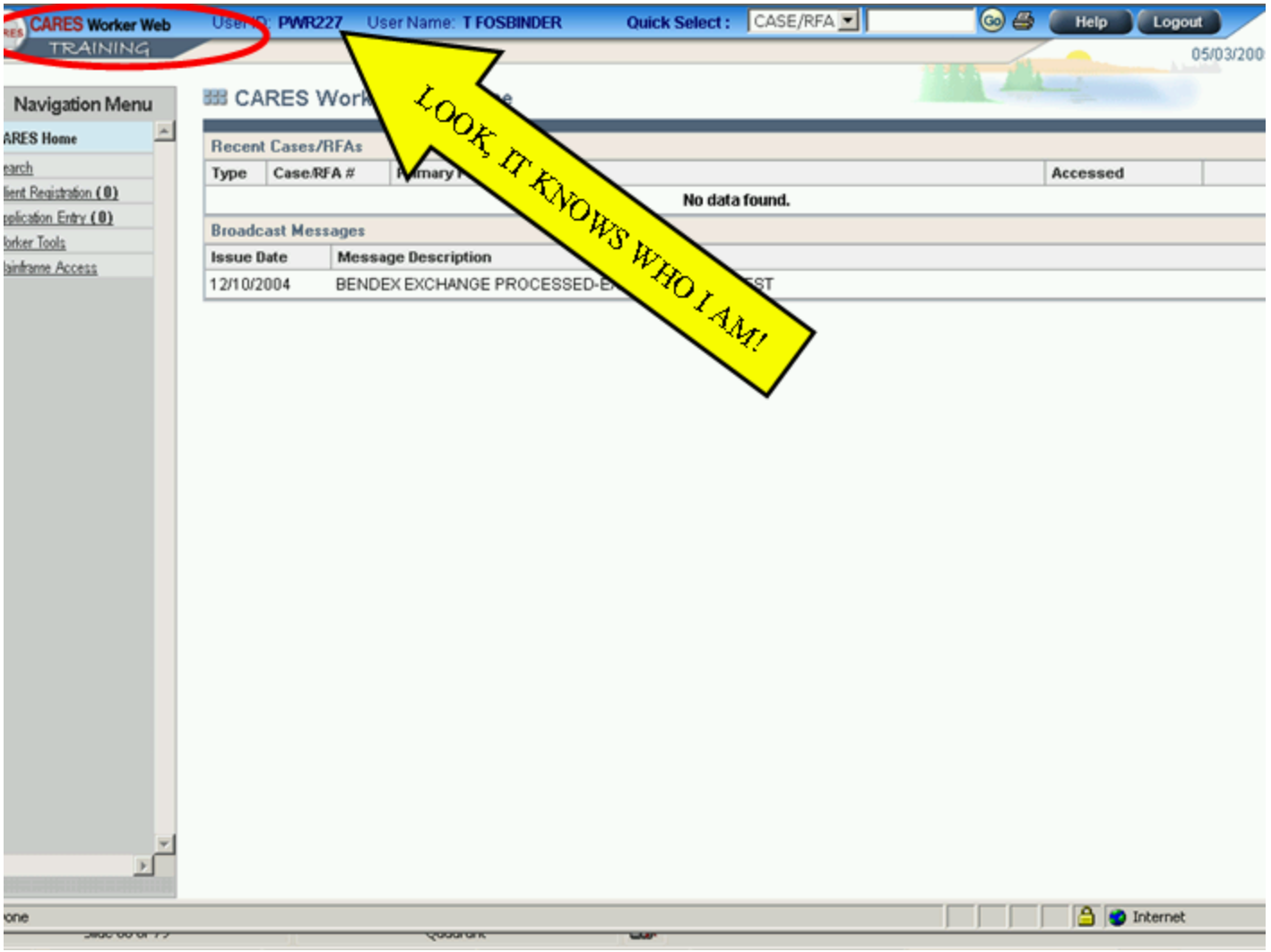
Internet

Slide 75


State of WISCONSIN
Please log In
User ID
Tfosbin
Password
WARNING:This system is for authorized users only; system access is monitored. By using this system you expressly consent to this monitoring. Unauthorized use of, or access to, this system may subject you to criminal prosecution and penalties.
Login
Forgot your password? Is your account locked? click here
Request a Wisconsin User ID and Password.
Internet

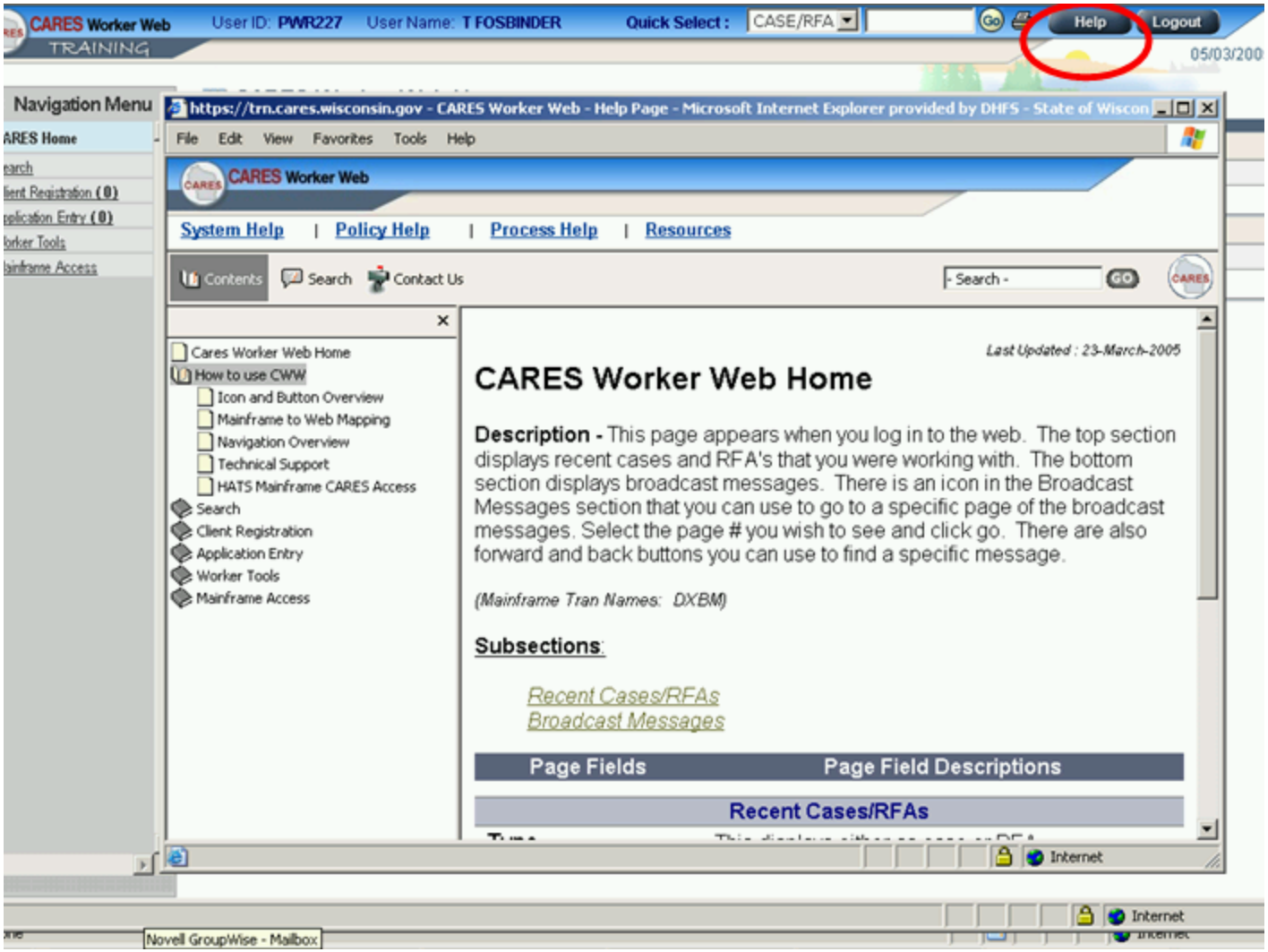
Slide 76


CARES Worker Web
TRAINING
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Go
Help
Logout
Navigation Menu
Recent Cases/RFAs
Type
Case/RFA #
Accessed
No data found.
Broadcast Messages
Issue Date
Message Description
12/10/2004
Internet
LOOK, IT KNOWS WHO I AM!

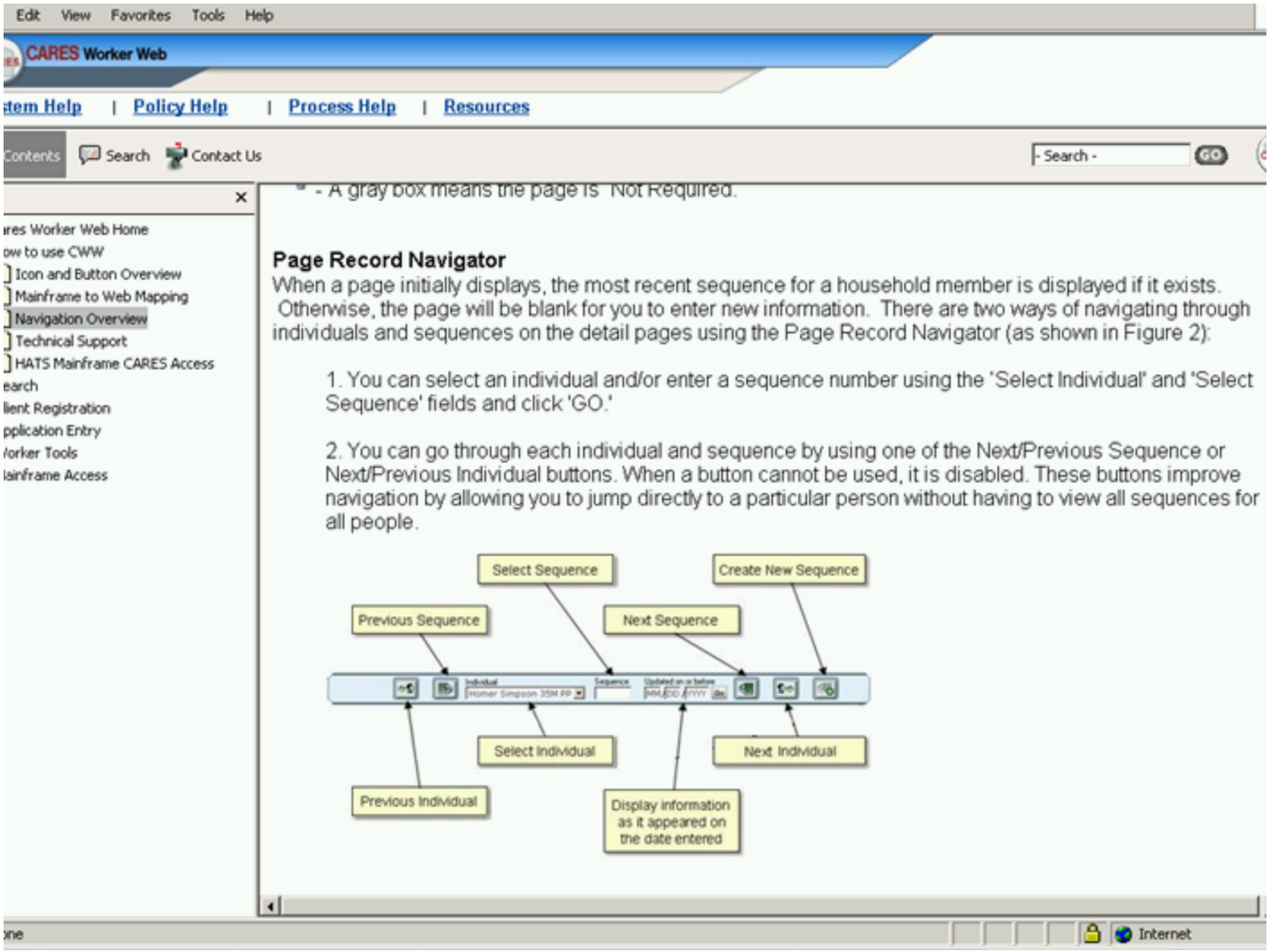
Slide 77

DEMO: CWW HELP

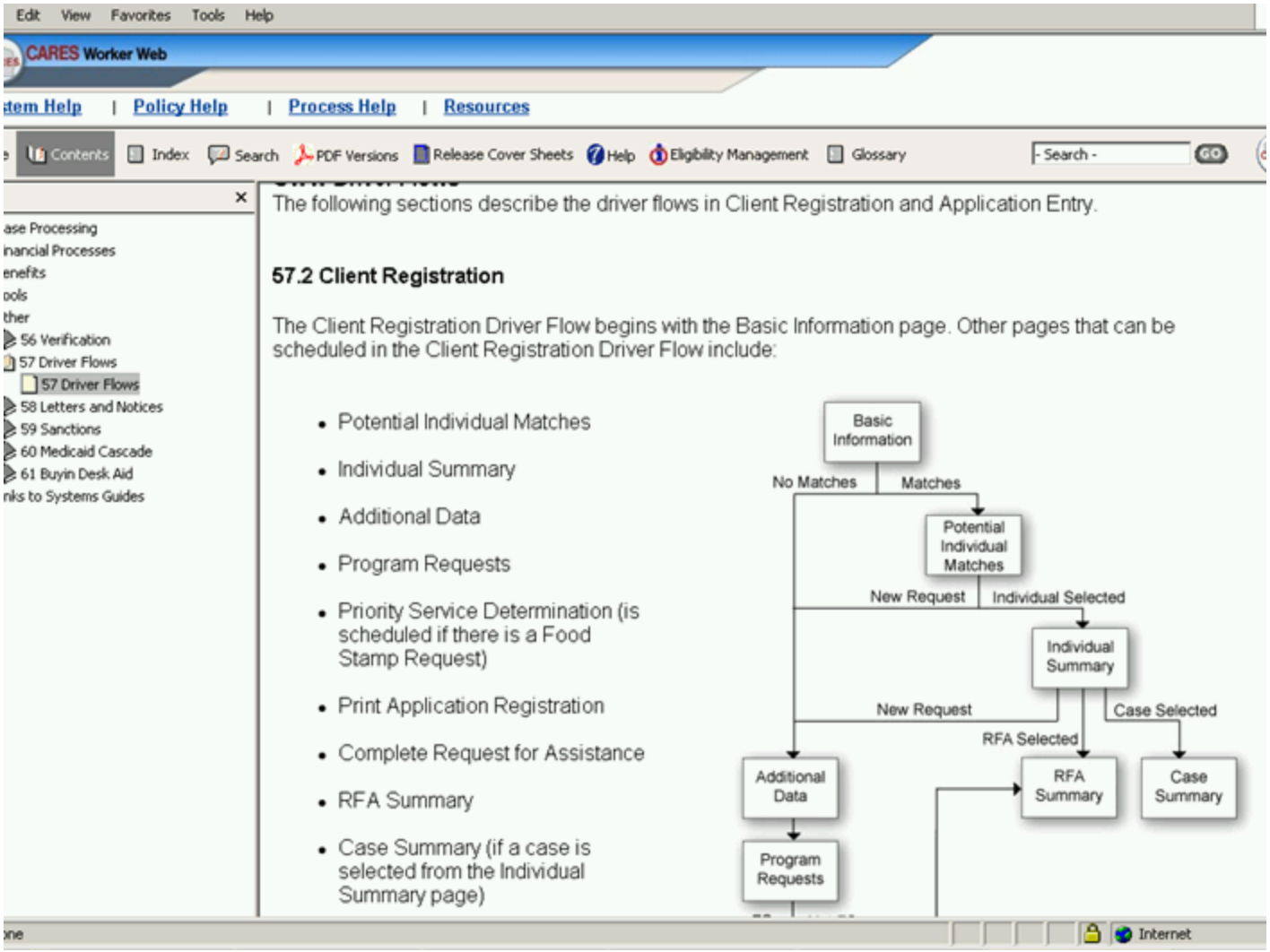
DEMO: CWW HELP


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Navigation Menu
https://trn.cares.wisconsin.gov - CARES Worker Web - Help Page - Microsoft Internet Explorer provided by DHFS - State of Wiscon
File Edit View Favorites Tools Help
CARES Worker Web
System Help | Policy Help | Process Help | Resources
Contents
Search
Contact Us
- Search -
GO
Cares Worker Web Home
How to use CWW
Icon and Button Overview
Mainframe to Web Mapping
Navigation Overview
Technical Support
HATS Mainframe CARES Access
Search
Client Registration
Application Entry
Worker Tools
Mainframe Access
Last Updated : 23-March-2005
CARES Worker Web Home
Description - This page appears when you log in to the web. The top section displays recent cases and RFA's that you were working with. The bottom section displays broadcast messages. There is an icon in the Broadcast Messages section that you can use to go to a specific page of the broadcast messages. Select the page # you wish to see and click go. There are also forward and back buttons you can use to find a specific message.
(Mainframe Tran Names: DXBM)
Subsections:
Recent Cases/RFAs
Broadcast Messages
Page Fields
Page Field Descriptions
Recent Cases/RFAs
Internet
Internet
Novell GroupWise - Mailbox

Slide 79


Edit View Favorites Tools Help
CARES Worker Web
tem Help | Policy Help | Process Help | Resources
Contents Search Contact Us
- Search -
- A gray box means the page is "Not Required."
Page Record Navigator
When a page initially displays, the most recent sequence for a household member is displayed if it exists. Otherwise, the page will be blank for you to enter new information. There are two ways of navigating through individuals and sequences on the detail pages using the Page Record Navigator (as shown in Figure 2):
1. You can select an individual and/or enter a sequence number using the 'Select Individual' and 'Select Sequence' fields and click 'GO.'
2. You can go through each individual and sequence by using one of the Next/Previous Sequence or Next/Previous Individual buttons. When a button cannot be used, it is disabled. These buttons improve navigation by allowing you to jump directly to a particular person without having to view all sequences for all people.
Select Sequence
Create New Sequence
Previous Sequence
Next Sequence
Select Individual
Next Individual
Previous Individual
Display information as it appeared on the date entered
Internet

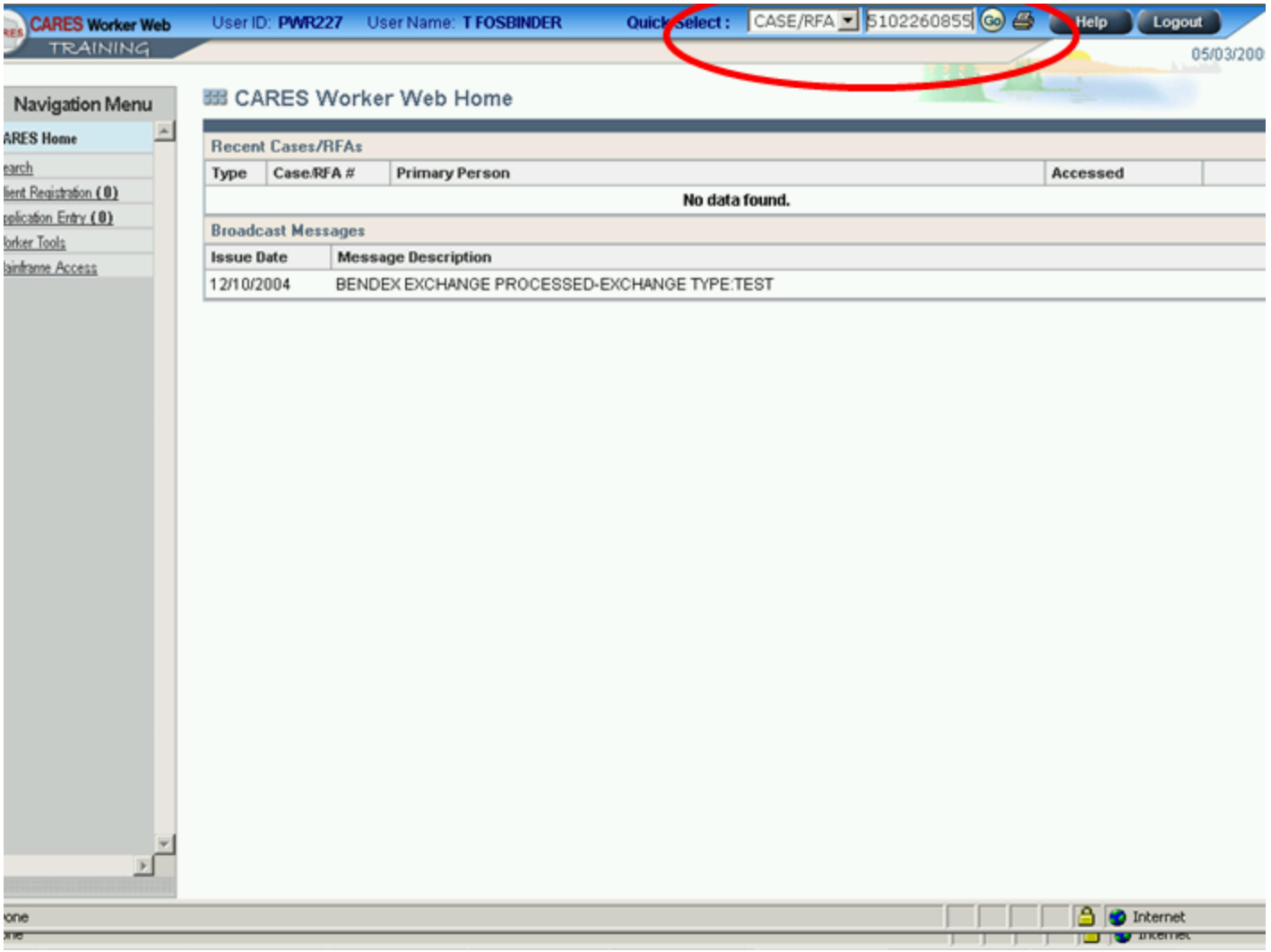
Slide 80


Edit View Favorites Tools Help
CARES Worker Web
Policy Help
Process Help
Resources
Contents
Index
Search
PDF Versions
Release Cover Sheets
Help
Eligibility Management
Glossary
- Search -
GO
ase Processing
inancial Processes
enefits
ools
ther
56 Verification
57 Driver Flows
57 Driver Flows
58 Letters and Notices
59 Sanctions
60 Medicaid Cascade
61 Buyin Desk Aid
nks to Systems Guides
The following sections describe the driver flows in Client Registration and Application Entry.
57.2 Client Registration
The Client Registration Driver Flow begins with the Basic Information page. Other pages that can be scheduled in the Client Registration Driver Flow include:
Potential Individual Matches
Individual Summary
Additional Data
Program Requests
Priority Service Determination (is scheduled if there is a Food Stamp Request)
Print Application Registration
Complete Request for Assistance
RFA Summary
Case Summary (if a case is selected from the Individual Summary page)
Basic Information
No Matches
Matches
Potential Individual Matches
New Request
Individual Selected
Individual Summary
New Request
Case Selected
RFA Selected
Additional Data
RFA Summary
Case Summary
Program Requests
Internet

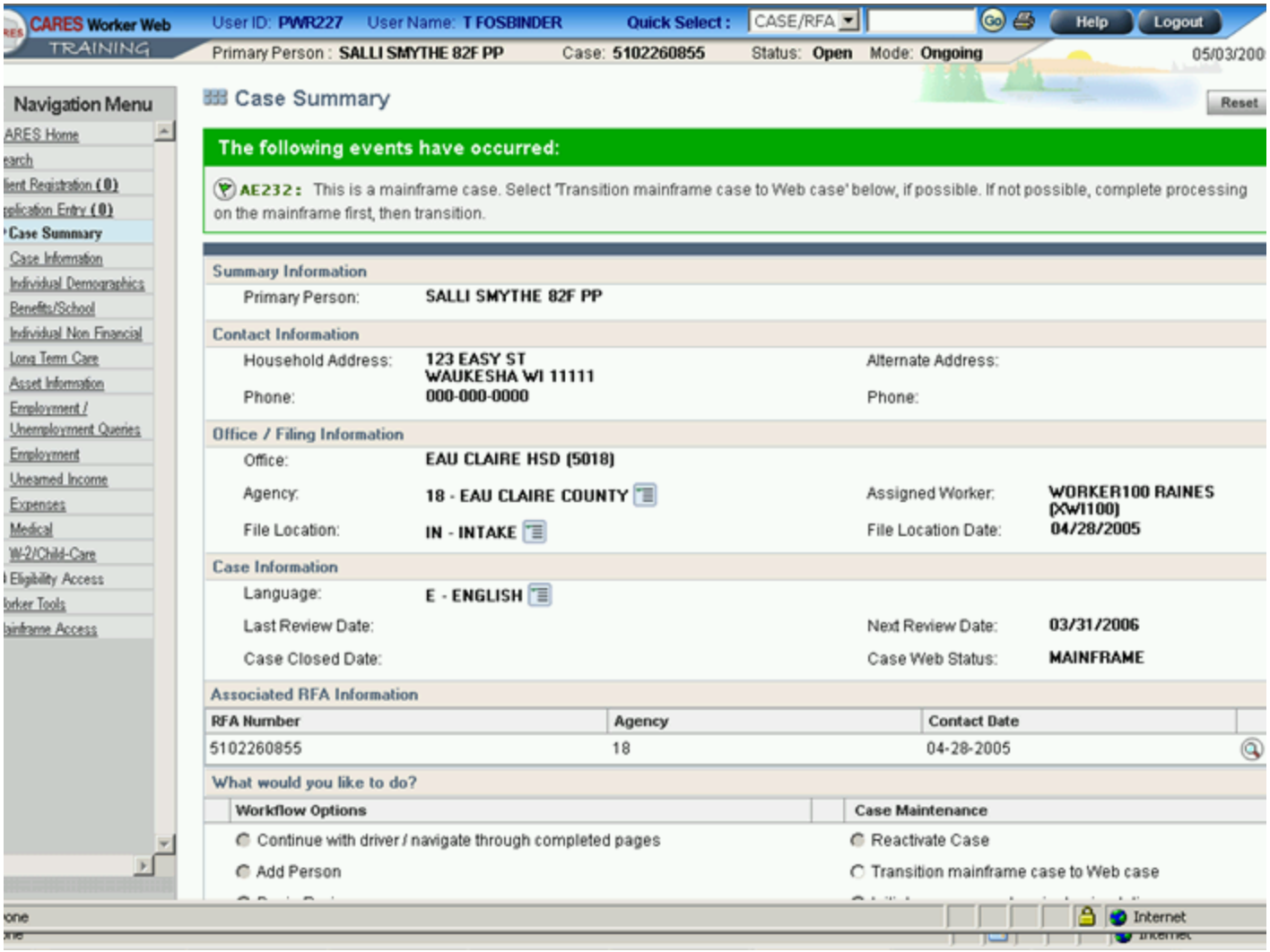
Slide 81

DEMO: TRANSITIONING A CASE

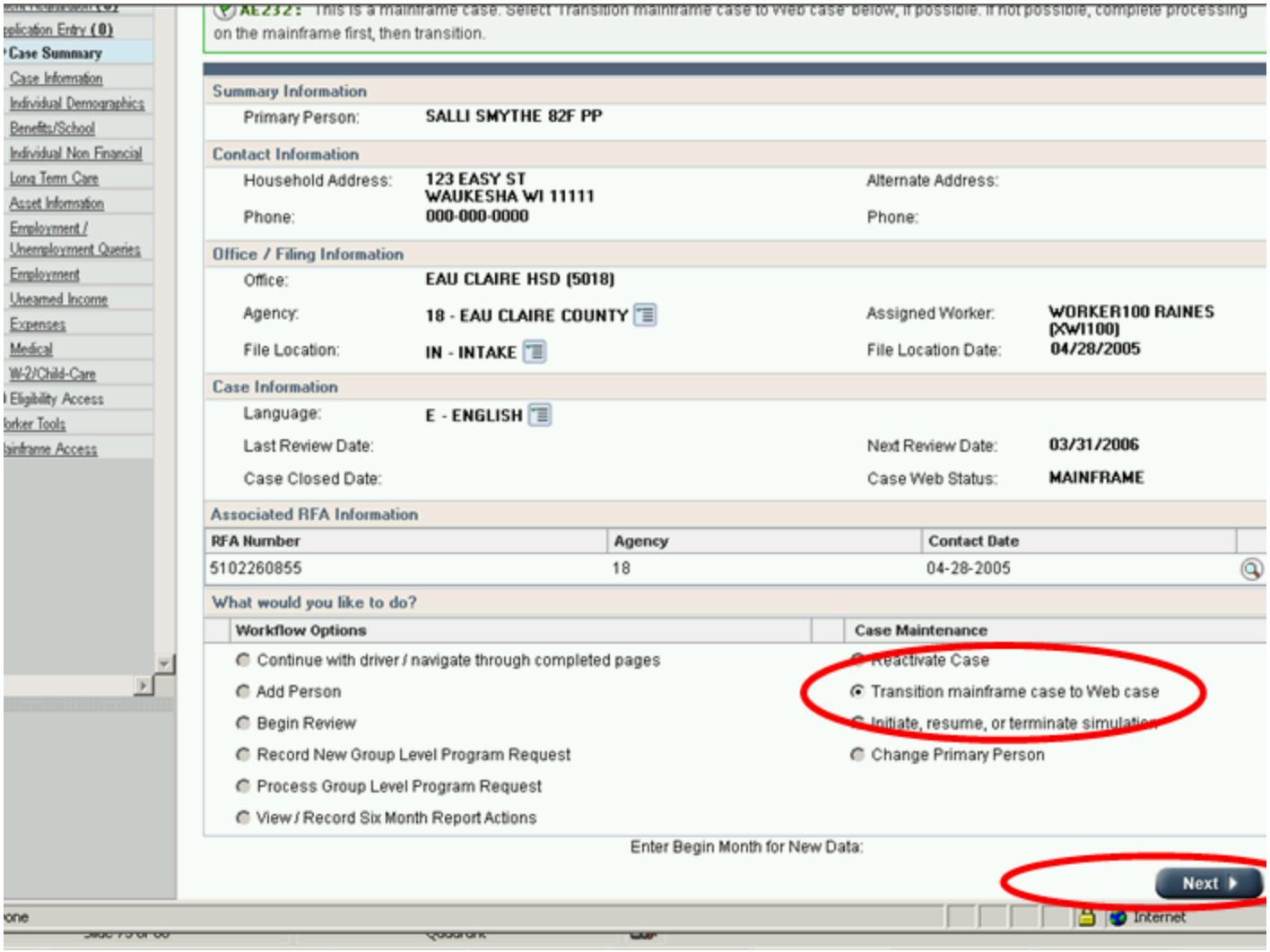
DEMO: TRANSITIONING A CASE


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
5102260855
Help
Logout
05/03/200
Navigation Menu
ARES Home
earch
lient Registration (0)
pplication Entry (0)
orker Tools
ainframe Access
CARES Worker Web Home
Recent Cases/RFAs
Type
Case/RFA #
Primary Person
Accessed
No data found.
Broadcast Messages
Issue Date
Message Description
12/10/2004
BENDEX EXCHANGE PROCESSED-EXCHANGE TYPE:TEST
Internet

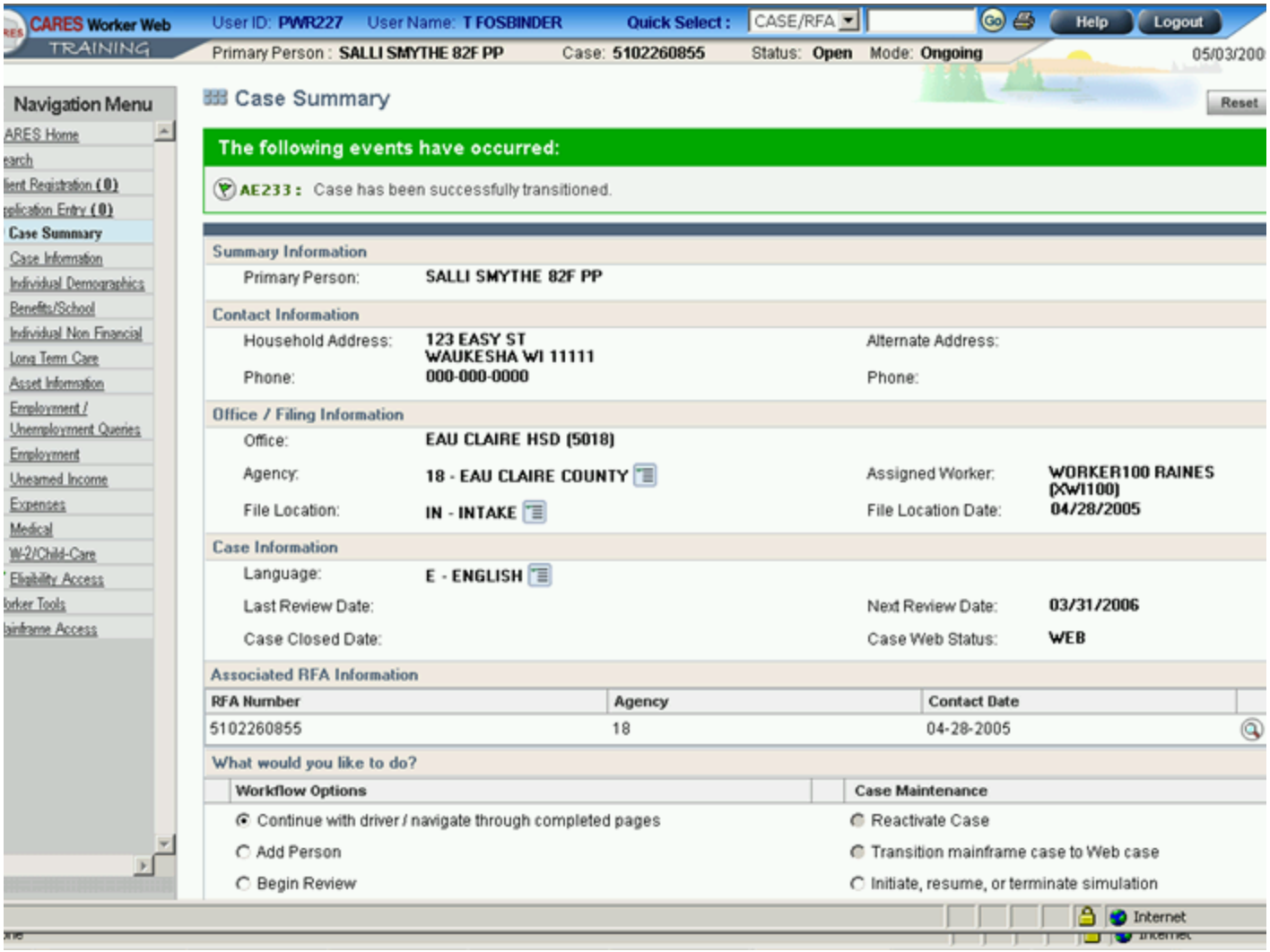
Slide 83


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Primary Person : SALLI SMYTHE 82F PP
Case: 5102260855
Status: Open
Mode: Ongoing
05/03/200
Navigation Menu
ARES Home
earch
lient Registration (0)
plication Entry (0)
Case Summary
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Long Term Care
Asset Information
Employment / Unemployment Queries
Employment
Unearned Income
Expenses
Medical
W-2/Child-Care
Eligibility Access
lorker Tools
ainframe Access
Case Summary
Reset
The following events have occurred:
AE232: This is a mainframe case. Select 'Transition mainframe case to Web case' below, if possible. If not possible, complete processing on the mainframe first, then transition.
Summary Information
Primary Person: SALLI SMYTHE 82F PP
Contact Information
Household Address: 123 EASY ST WAUKESHA WI 11111
Alternate Address:
Phone: 000-000-0000
Phone:
Office / Filing Information
Office: EAU CLAIRE HSD (5018)
Agency: 18 - EAU CLAIRE COUNTY
Assigned Worker: WORKER100 RAINES (XW1100)
File Location: IN - INTAKE
File Location Date: 04/28/2005
Case Information
Language: E - ENGLISH
Last Review Date:
Next Review Date: 03/31/2006
Case Closed Date:
Case Web Status: MAINFRAME
Associated RFA Information
RFA Number
Agency
Contact Date
5102260855
18
04-28-2005
What would you like to do?
Workflow Options
Case Maintenance
Continue with driver / navigate through completed pages
Reactivate Case
Add Person
Transition mainframe case to Web case
Internet

Slide 84


on the mainframe first, then transition.
Case Summary
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Long Term Care
Asset Information
Employment / Unemployment Queries
Employment
Unearned Income
Expenses
Medical
W-2/Child-Care
Eligibility Access
Worker Tools
Mainframe Access
Summary Information
Primary Person: SALLI SMYTHE 82F PP
Contact Information
Household Address: 123 EASY ST WAUKESHA WI 11111
Phone: 000-000-0000
Alternate Address:
Phone:
Office / Filing Information
Office: EAU CLAIRE HSD (5018)
Agency: 18 - EAU CLAIRE COUNTY
File Location: IN - INTAKE
Assigned Worker: WORKER100 RAINES (XWI100)
File Location Date: 04/28/2005
Case Information
Language: E - ENGLISH
Last Review Date:
Next Review Date: 03/31/2006
Case Closed Date:
Case Web Status: MAINFRAME
Associated RFA Information
RFA Number
Agency
Contact Date
5102260855
18
04-28-2005
What would you like to do?
Workflow Options
Case Maintenance
Continue with driver / navigate through completed pages
Add Person
Begin Review
Record New Group Level Program Request
Process Group Level Program Request
View / Record Six Month Report Actions
Reactivate Case
Transition mainframe case to Web case
Change Primary Person
Enter Begin Month for New Data:
Next
Internet

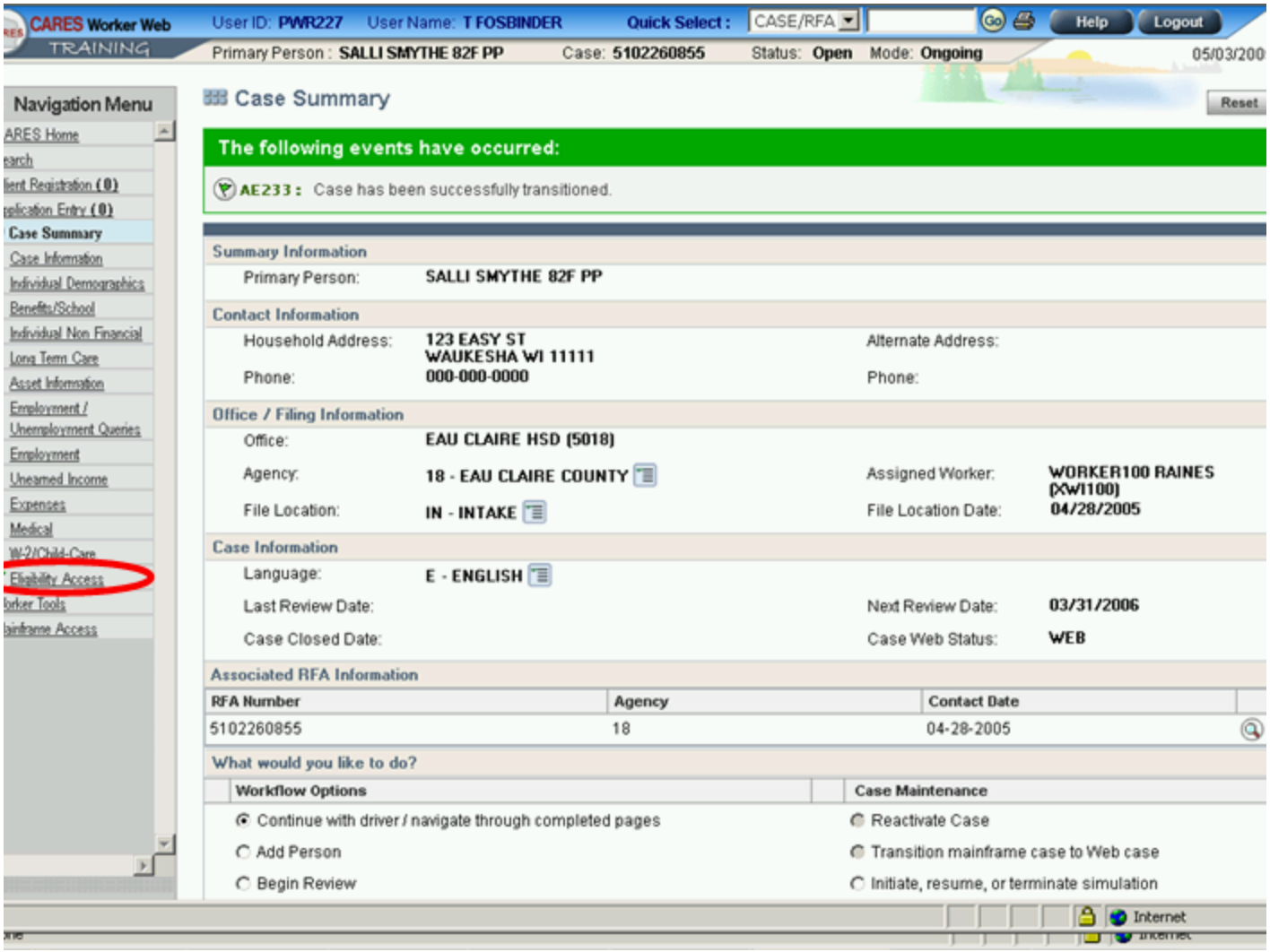
Slide 85


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Primary Person : SALLI SMYTHE 82F PP
Case: 5102260855
Status: Open
Mode: Ongoing
05/03/200
Navigation Menu
ARES Home
earch
lient Registration (0)
plication Entry (0)
Case Summary
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Long Term Care
Asset Information
Employment / Unemployment Queries
Employment
Unearned Income
Expenses
Medical
W-2/Child-Care
Eligibility Access
lorker Tools
ainframe Access
Case Summary
Reset
The following events have occurred:
AE233 : Case has been successfully transitioned.
Summary Information
Primary Person: SALLI SMYTHE 82F PP
Contact Information
Household Address: 123 EASY ST WAUKESHA WI 11111
Alternate Address:
Phone: 000-000-0000
Phone:
Office / Filing Information
Office: EAU CLAIRE HSD (5018)
Agency: 18 - EAU CLAIRE COUNTY
Assigned Worker: WORKER100 RAINES (XWI100)
File Location: IN - INTAKE
File Location Date: 04/28/2005
Case Information
Language: E - ENGLISH
Last Review Date:
Next Review Date: 03/31/2006
Case Closed Date:
Case Web Status: WEB
Associated RFA Information
RFA Number
Agency
Contact Date
5102260855
18
04-28-2005
What would you like to do?
Workflow Options
Case Maintenance
Continue with driver / navigate through completed pages
Reactivate Case
Add Person
Transition mainframe case to Web case
Begin Review
Initiate, resume, or terminate simulation
Internet

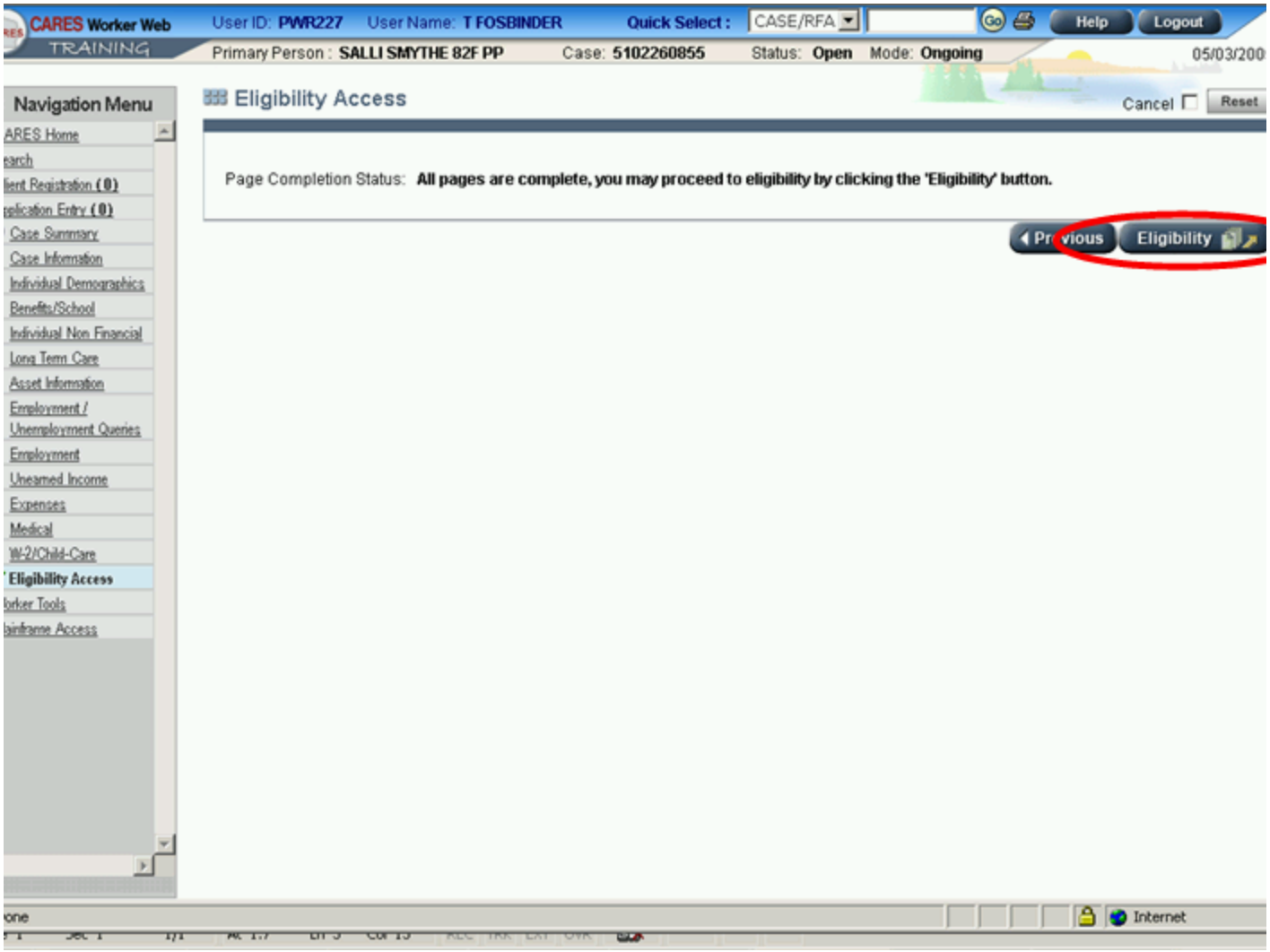
Slide 86

DEMO: ACCESSING THE CARES MAINFRAME

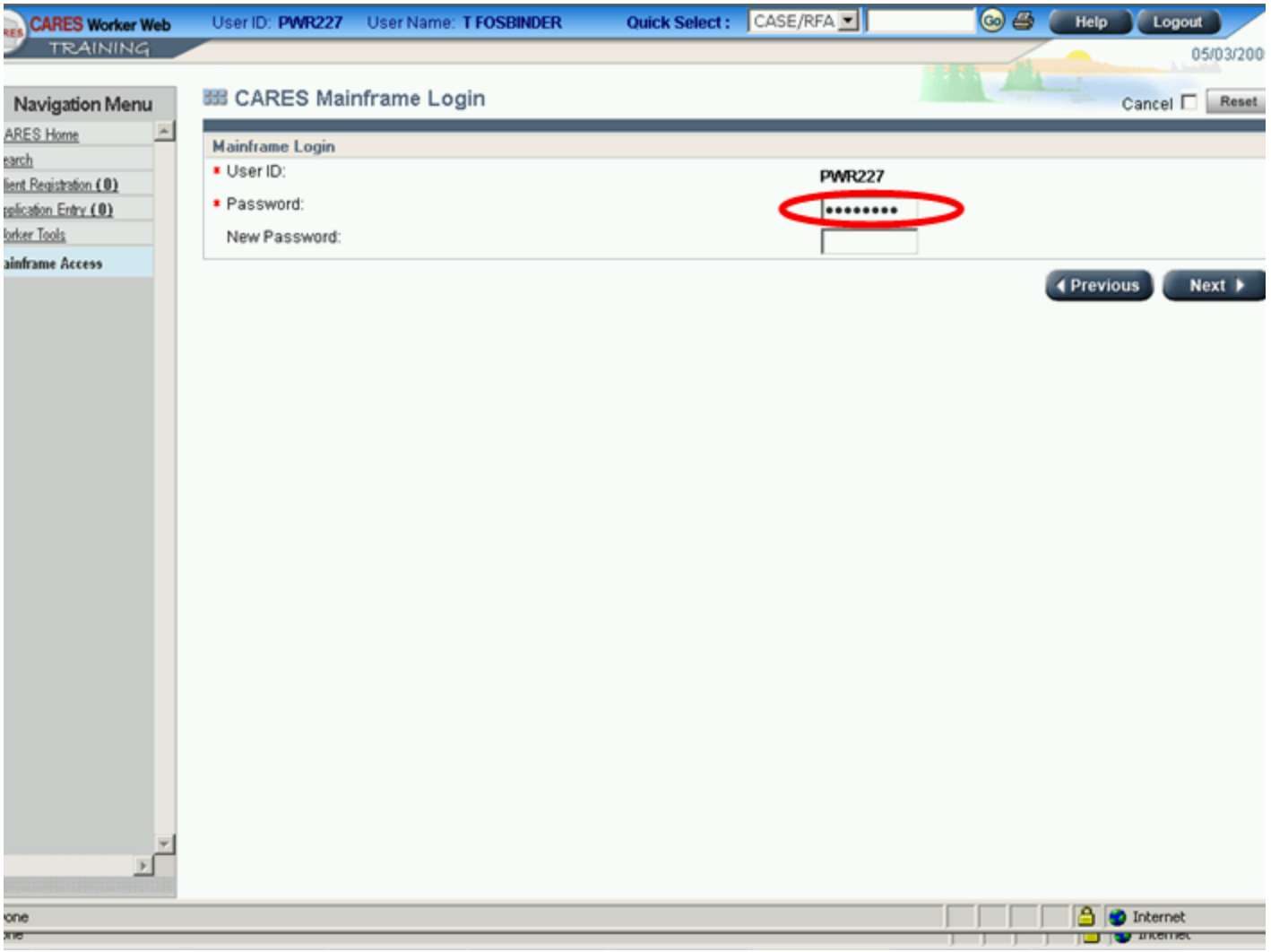
DEMO: ACCESSING THE CARES MAINFRAME


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Primary Person : SALLI SMYTHE 82F PP
Case: 5102260855
Status: Open
Mode: Ongoing
05/03/200
Navigation Menu
ARES Home
Client Registration (0)
Application Entry (0)
Case Summary
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Long Term Care
Asset Information
Employment / Unemployment Queries
Employment
Unearned Income
Expenses
Medical
W-2/Child Care
Eligibility Access
Worker Tools
Mainframe Access
Case Summary
Reset
The following events have occurred:
AE233 : Case has been successfully transitioned.
Summary Information
Primary Person: SALLI SMYTHE 82F PP
Contact Information
Household Address: 123 EASY ST WAUKESHA WI 11111
Alternate Address:
Phone: 000-000-0000
Phone:
Office / Filing Information
Office: EAU CLAIRE HSD (5018)
Agency: 18 - EAU CLAIRE COUNTY
Assigned Worker: WORKER100 RAINES (XWI100)
File Location: IN - INTAKE
File Location Date: 04/28/2005
Case Information
Language: E - ENGLISH
Last Review Date:
Next Review Date: 03/31/2006
Case Closed Date:
Case Web Status: WEB
Associated RFA Information
RFA Number
Agency
Contact Date
5102260855
18
04-28-2005
What would you like to do?
Workflow Options
Case Maintenance
Continue with driver / navigate through completed pages
Reactivate Case
Add Person
Transition mainframe case to Web case
Begin Review
Initiate, resume, or terminate simulation
Internet

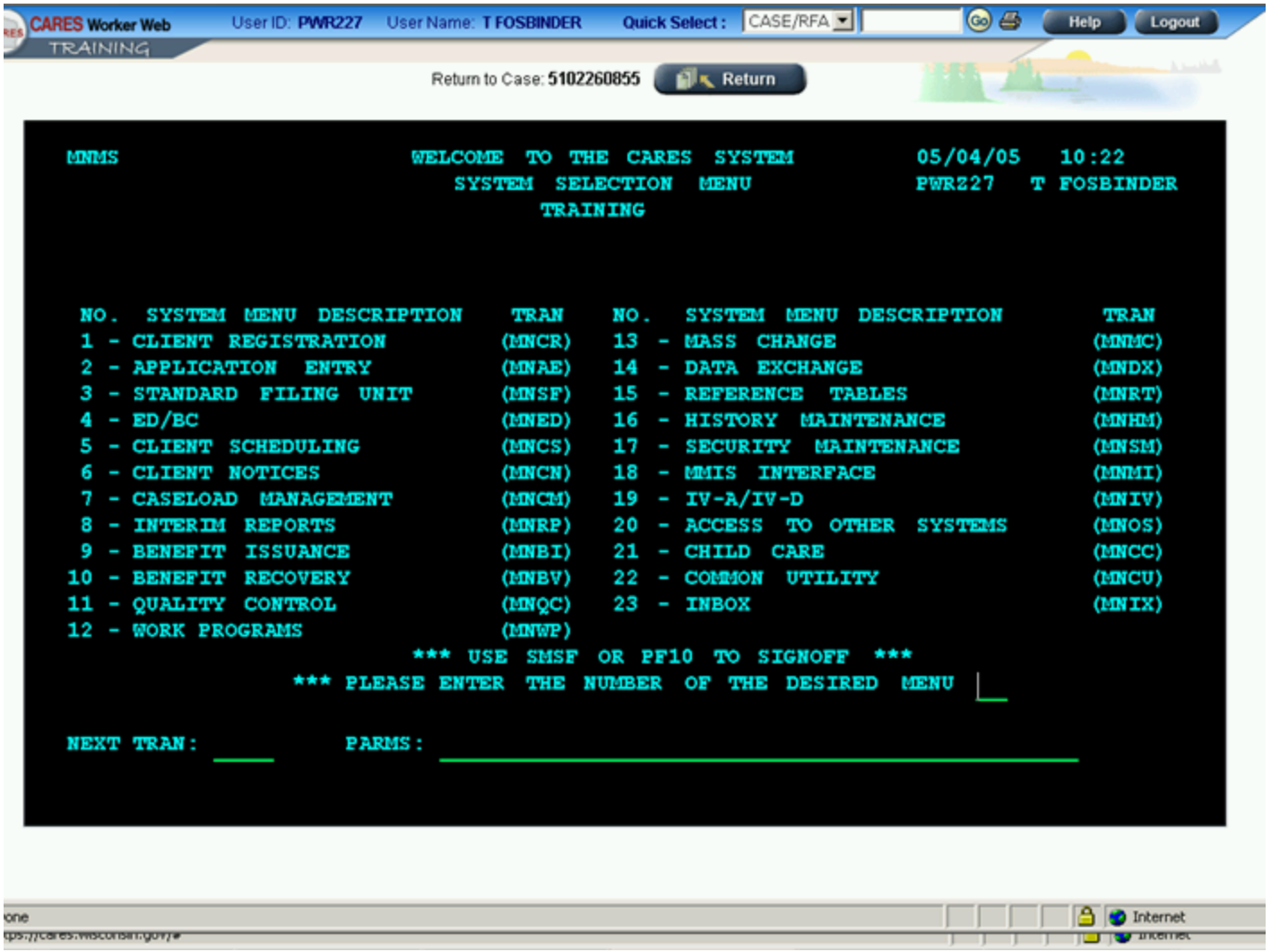
Slide 88


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Primary Person : SALLI SMYTHE 82F PP
Case: 5102260855
Status: Open
Mode: Ongoing
05/03/200
Navigation Menu
ARES Home
earch
lient Registration (0)
plication Entry (0)
Case Summary
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Long Term Care
Asset Information
Employment / Unemployment Queries
Employment
Unearned Income
Expenses
Medical
W-2/Child-Care
Eligibility Access
lorker Tools
ainframe Access
Eligibility Access
Cancel
Reset
Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Eligibility' button.
Previous
Eligibility
one
Internet

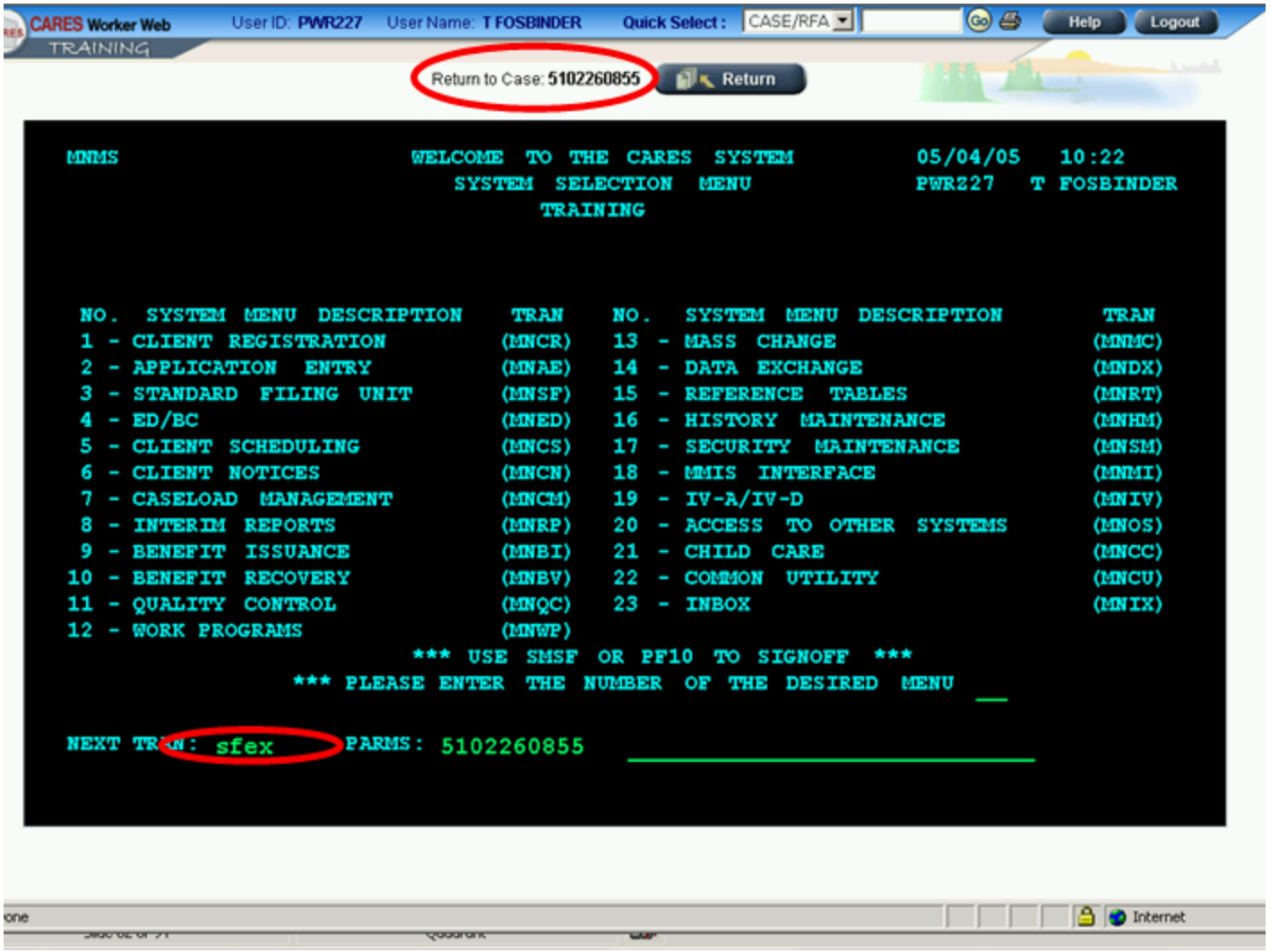
Slide 89


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Go
Help
Logout
05/03/200
Navigation Menu
ARES Home
earch
lient Registration (0)
pplication Entry (0)
orker Tools
ainframe Access
CARES Mainframe Login
Cancel
Reset
Mainframe Login
User ID:
PWR227
Password:
New Password:
Previous
Next
one
Internet

Slide 90


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Return to Case: 5102260855
Return
MNMS
WELCOME TO THE CARES SYSTEM
SYSTEM SELECTION MENU
TRAINING
05/04/05 10:22
PWR227 T FOSBINDER
NO. SYSTEM MENU DESCRIPTION TRAN
1 - CLIENT REGISTRATION (MNCR)
2 - APPLICATION ENTRY (MNAE)
3 - STANDARD FILING UNIT (MNSF)
4 - ED/BC (MNED)
5 - CLIENT SCHEDULING (MNCS)
6 - CLIENT NOTICES (MNCN)
7 - CASELOAD MANAGEMENT (MNCM)
8 - INTERIM REPORTS (MNRP)
9 - BENEFIT ISSUANCE (MNBI)
10 - BENEFIT RECOVERY (MNBV)
11 - QUALITY CONTROL (MNQC)
12 - WORK PROGRAMS (MNWP)
NO. SYSTEM MENU DESCRIPTION TRAN
13 - MASS CHANGE (MNMC)
14 - DATA EXCHANGE (MNDX)
15 - REFERENCE TABLES (MNRT)
16 - HISTORY MAINTENANCE (MNHM)
17 - SECURITY MAINTENANCE (MNSM)
18 - MMIS INTERFACE (MNMI)
19 - IV-A/IV-D (MNIV)
20 - ACCESS TO OTHER SYSTEMS (MNOS)
21 - CHILD CARE (MNCC)
22 - COMMON UTILITY (MNCU)
23 - INBOX (MNIX)
*** USE SMSF OR PF10 TO SIGNOFF ***
*** PLEASE ENTER THE NUMBER OF THE DESIRED MENU
NEXT TRAN:
PARMS:
Internet

Slide 91


CARES Worker Web
TRAINING
User ID: PWR227
User Name: T FOSBINDER
Quick Select :
CASE/RFA
Help
Logout
Return to Case: 5102260855
Return
MNMS
WELCOME TO THE CARES SYSTEM
SYSTEM SELECTION MENU
TRAINING
05/04/05 10:22
PWR227 T FOSBINDER
NO. SYSTEM MENU DESCRIPTION TRAN
1 - CLIENT REGISTRATION (MNCR)
2 - APPLICATION ENTRY (MNAE)
3 - STANDARD FILING UNIT (MNSF)
4 - ED/BC (MNED)
5 - CLIENT SCHEDULING (MNCS)
6 - CLIENT NOTICES (MNCN)
7 - CASELOAD MANAGEMENT (MNCM)
8 - INTERIM REPORTS (MNRP)
9 - BENEFIT ISSUANCE (MNBI)
10 - BENEFIT RECOVERY (MNBV)
11 - QUALITY CONTROL (MNQC)
12 - WORK PROGRAMS (MNWP)
NO. SYSTEM MENU DESCRIPTION TRAN
13 - MASS CHANGE (MNMC)
14 - DATA EXCHANGE (MNDX)
15 - REFERENCE TABLES (MNRT)
16 - HISTORY MAINTENANCE (MNHM)
17 - SECURITY MAINTENANCE (MNSM)
18 - MMIS INTERFACE (MNMI)
19 - IV-A/IV-D (MNIV)
20 - ACCESS TO OTHER SYSTEMS (MNOS)
21 - CHILD CARE (MNCC)
22 - COMMON UTILITY (MNCU)
23 - INBOX (MNIX)
*** USE SMSF OR PF10 TO SIGNOFF ***
*** PLEASE ENTER THE NUMBER OF THE DESIRED MENU
NEXT TRAN: sfex
PARMS: 5102260855
Internet

Slide 92

GO LIVE AND MANDATORY TRANSITION

Melissa Otter

DHFS/DHCF/BEM/TF/07-01-05 93

GO LIVE AND MANDATORY TRANSITION

GO-LIVE!
9/6/2005

- Access to CWW Production for all that have passed assessment
- Workers can transition cases
- Workers can enter new RFAs in CWW or in Mainframe CARES Client Registration

GO-LIVE! 9/6/2005

MANDATORY TRANSITION 10/20/2005

- Automatic transition of cases:
  - Cases that have not been transitioned prior to this date will be automatically transitioned
  - Some cases may exception out of the automatic transition. The Automated Case Directory will identify these and the should be transitioned by the worker online in CWW

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MANDATORY TRANSITION 10/20/2005

MANDATORY TRANSITION 10/20/2005

- CWW must be used for processing cases
  - CWW Client Reg must be used to enter new RFAs. No new RFAs can be entered in through CARES Mainframe.
- Query users can continue to query cases in mainframe CARES.

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MANDATORY TRANSITION 10/20/2005

PILOT EXPERIENCES AND BEST PRACTICES

Melissa Otter

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PILOT EXPERIENCES AND BEST PRACTICES

OVERALL BEST PRACTICES

- Start with easier functions in CWW without a client with you. Steadily continue to progress to performing all functions in CWW including face-to-face client applications and reviews.
- Access and review the CWW Help.
- Regularly visit the CARES Worker Web - Information and Feedback Site. This will continue to be updated with CWW fixes, enhancements, FAQs, etc.
  http://caresfeedback.wisconsin.gov/home/
- Continue to use the CWW training environment for practice.

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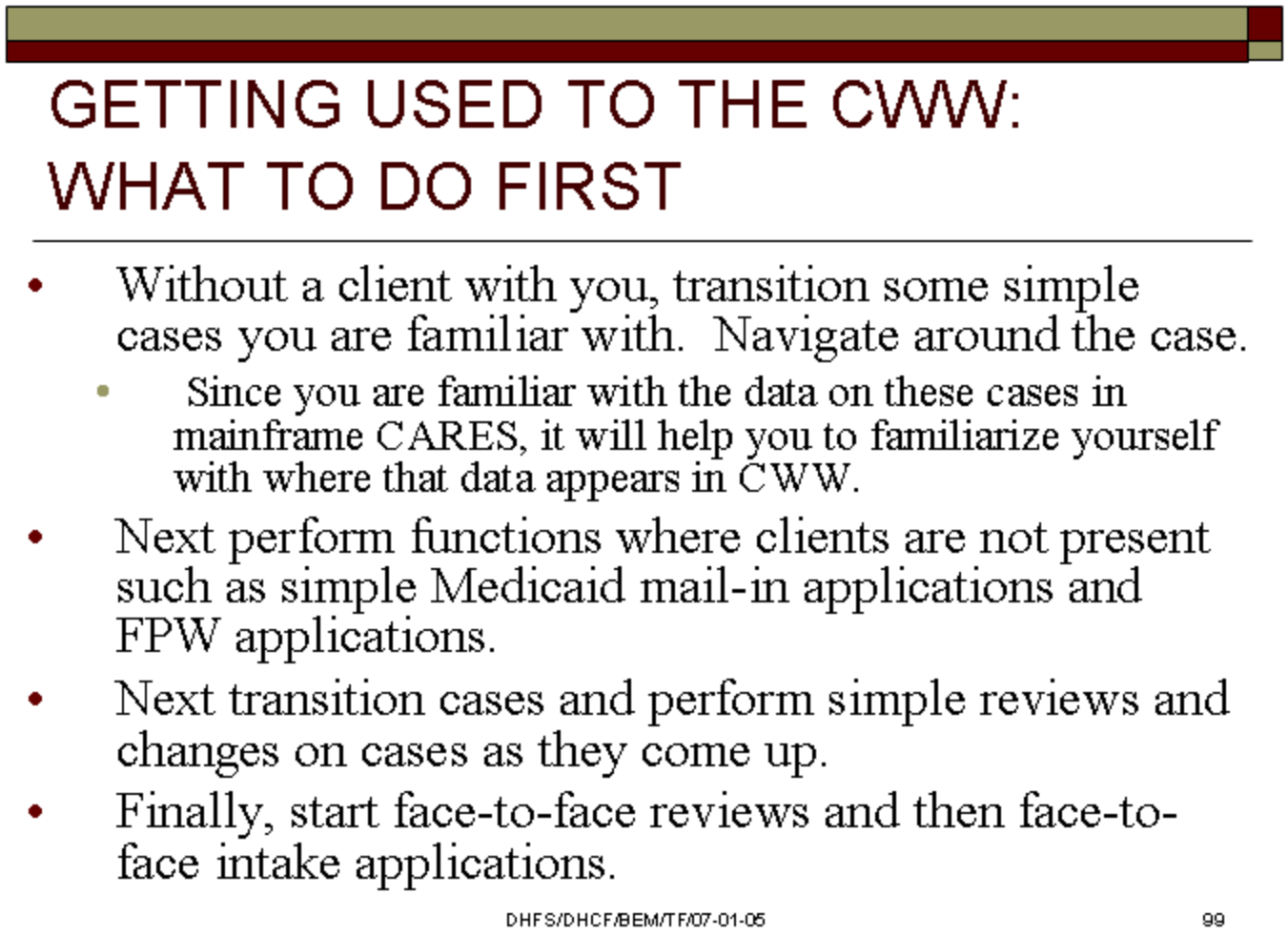
OVERALL BEST PRACTICES

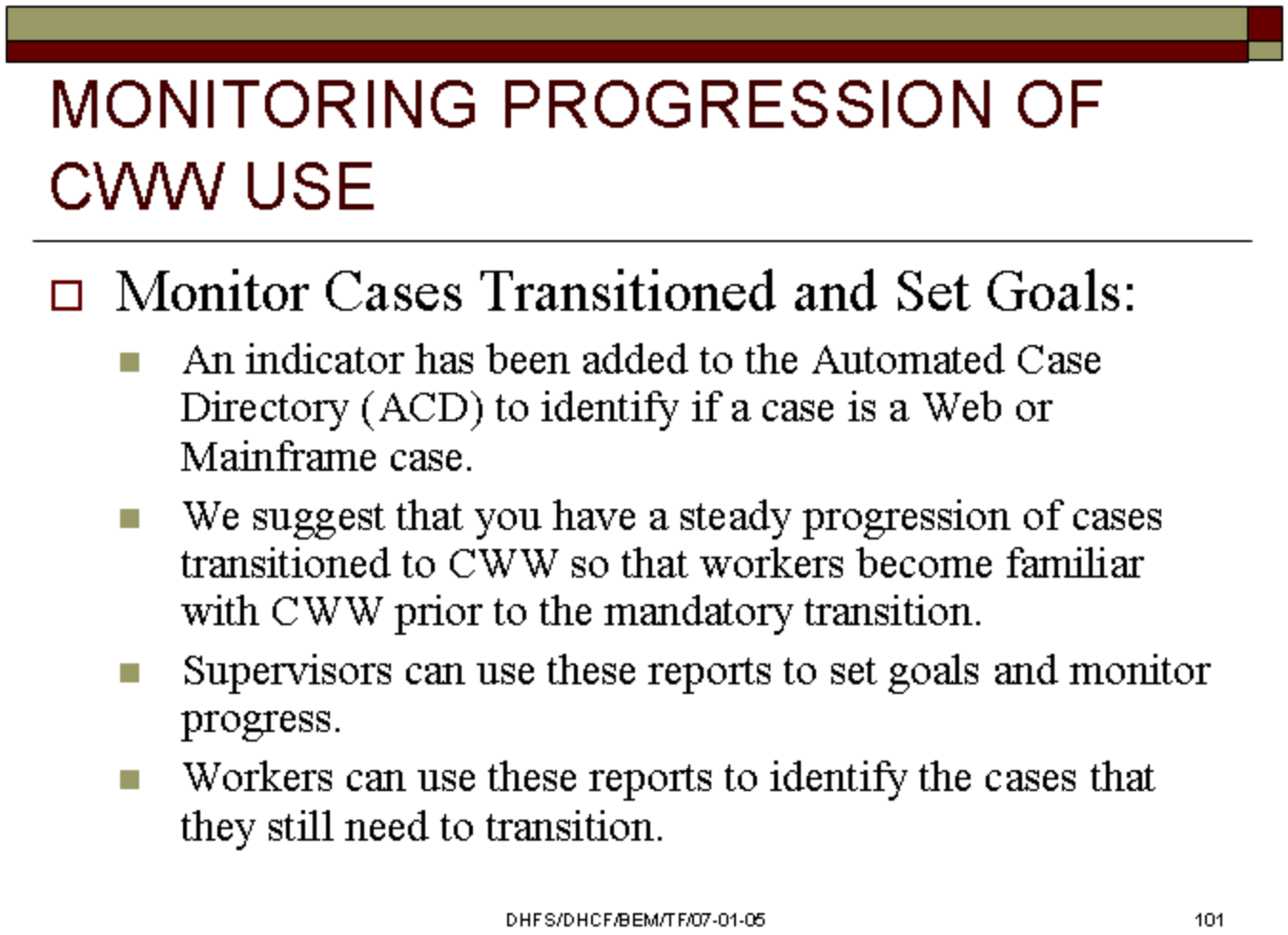


GETTING USED TO THE CWW: WHAT TO DO FIRST

BEST PRACTICES - TRANSITION

- Consider what types of cases/caseloads to transition first
- Consider methodology of transition, e.g. some agencies are doing alphabetically, others at time of at review or change.

BEST PRACTICES - TRANSITION



MONITORING PROGRESSION OF CWW USE

OTHER CONSIDERATIONS

- CWW may seem slow to workers, why?
  - There is a learning curve to adjust to CWW.
  - Local computers or internet connections may need enhancement (see Admin. Memo 05-01)
  - Web pages do take slightly longer to load than mainframe pages. The average is about 1-3 seconds, and shouldn't exceed about 5 seconds for large pages.

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OTHER CONSIDERATIONS

OTHER CONSIDERATIONS

- Accessing CARES via CWW
  - "HATS" is a temporary tool to facilitate a smooth transition for the purpose of running eligibility and confirmation.
  - HOD can still be used for situations requiring a lot of data entry to screens not in CWW, or for accessing other mainframe systems (KIDS, MMIS).

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OTHER CONSIDERATIONS

OTHER CONSIDERATIONS

- Notable CWW Features
  - "Dynalist": Powerful tools, but need to familiarize yourself
  - Summary pages: Easy one stop view and access to detailed information
  - Page Navigator: Monitor progress and driver flow
  - Intelligent Driver flow: Based on program requests

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OTHER CONSIDERATIONS

OTHER CONSIDERATIONS

- Query only users can continue to view data on Mainframe CARES.
- The font size in CWW is smaller than some workers are used to. Give it a try first, then if needed, see option for enlarging font at FAQS of the CARES Worker Web - Information and Feedback Site.
  http://caresfeedback.wisconsin.gov/home/

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OTHER CONSIDERATIONS

OTHER BEST PRACTICES

- Post signs or otherwise notify clients about the new system and that appointments may take a little longer
- Have team or staff "brown bag" lunches to discuss questions/issues people are having with CWW during training and after go live
- Offer contests or fun opportunities to correspond with achievements – like the first worker to complete the training successfully, or to transition a pre-determined number of cases

OTHER BEST PRACTICES

SUPPORT FOR CWW-1

- Same processes as always, with addition of Training Call Center:
  - "IM Training Support" option #2 on the BEM Technical Assistance and Training Support line: (608) 261-6378
  - Training email address: IMTraining@dhfs.state.wi.us
- Other resources
  - Access and Security contacts: System Gateway Help
  - Training updates: PTS Learning Center FAQs
  - CWW updates: CWW Information and Feedback Website
  - ACD reports now include CWW indicators/data
  - PTS Learning Center reports

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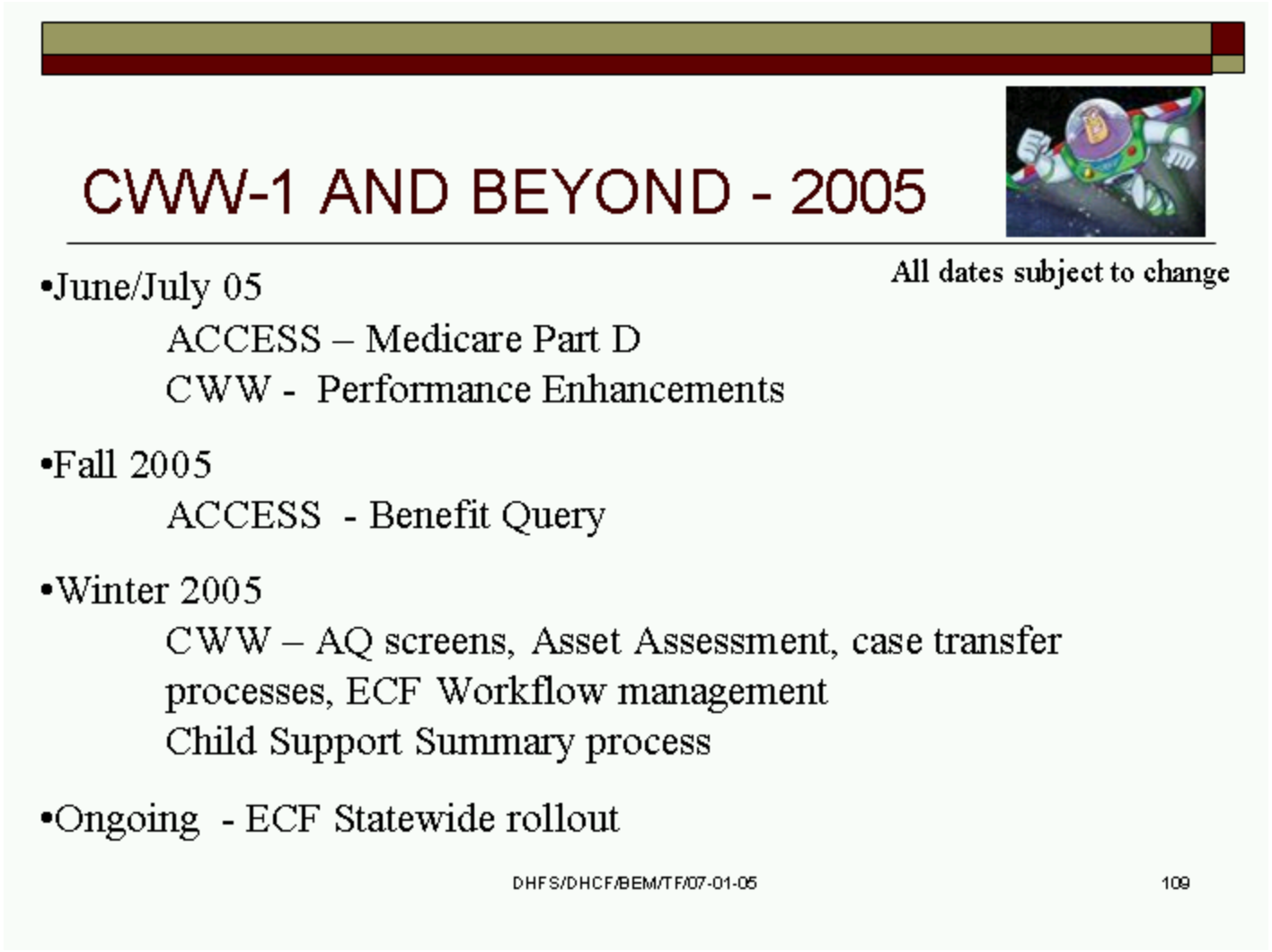
SUPPORT FOR CWW-1

WHAT'S NEXT?

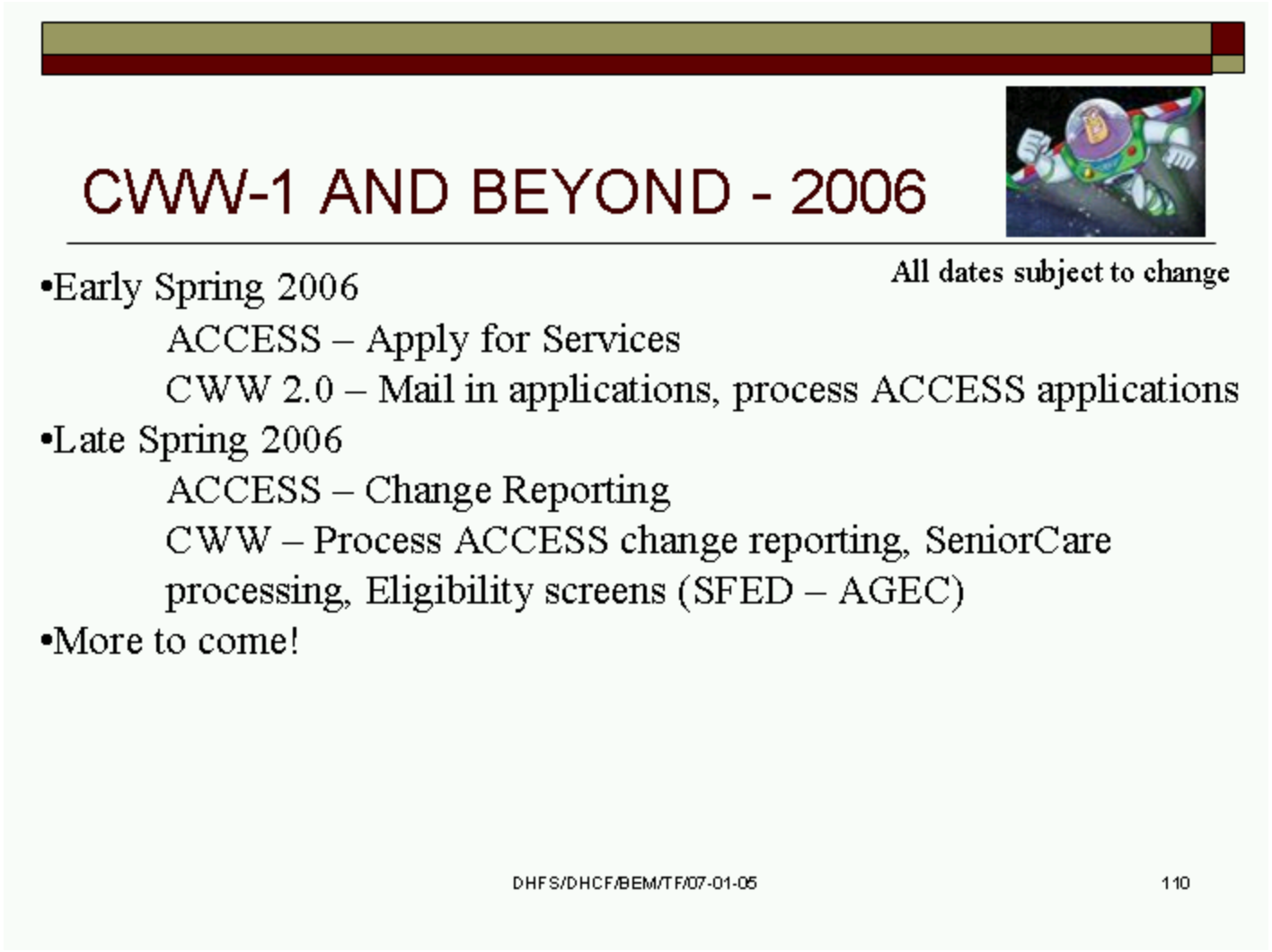
Theresa Fosbinder

DHFS/DHCF/BEM/TF/07-01-05 108

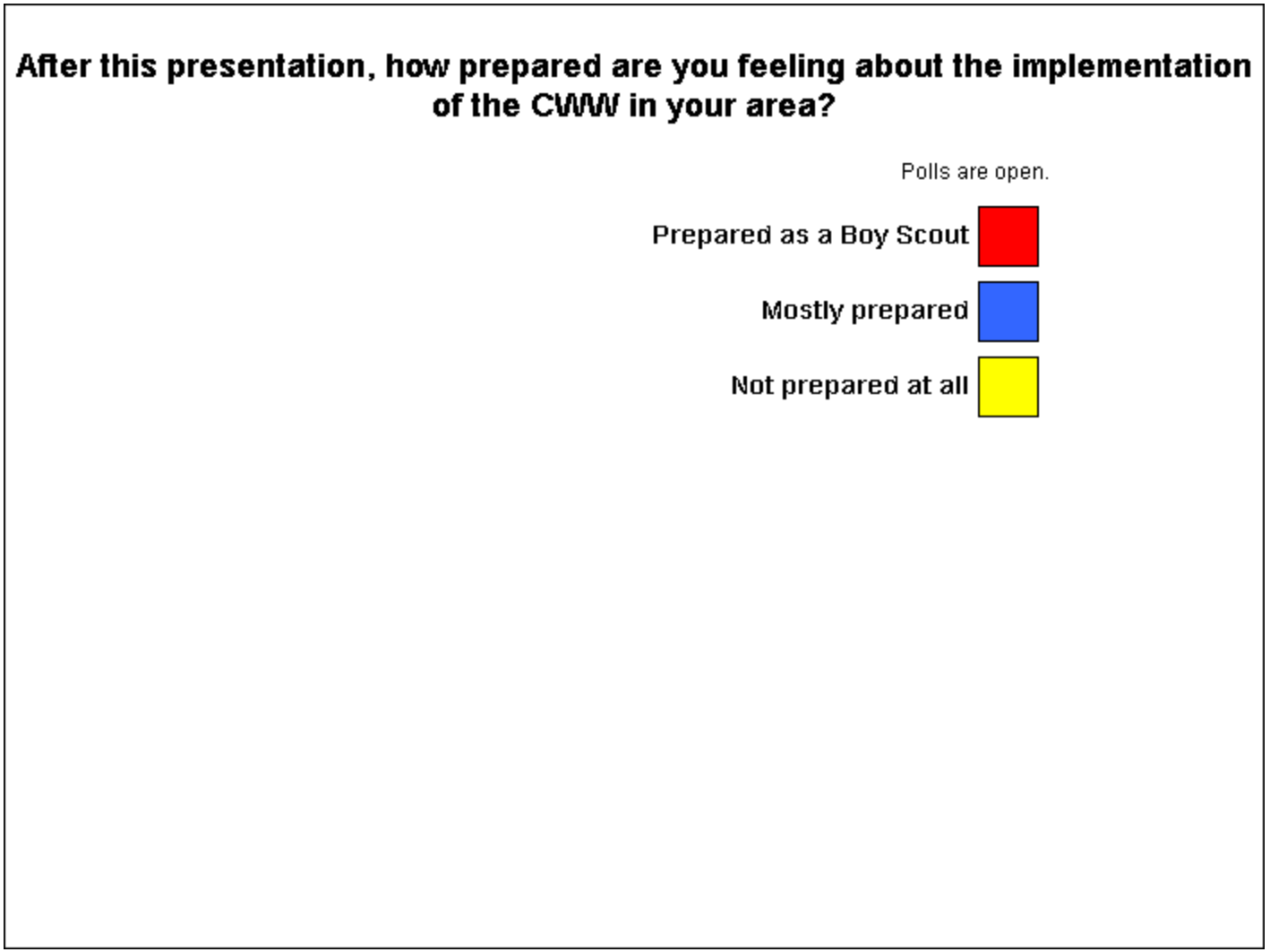
WHAT'S NEXT?



CWW-1 AND BEYOND - 2005



CWW-1 AND BEYOND - 2006


After this presentation, how prepared are you feeling about the implementation of the CWW in your area?
Polls are open.
Prepared as a Boy Scout
Mostly prepared
Not prepared at all

[Poll C]

WRAP UP AND EVALUATION

- Questions?
- Thanks for attending!
  - If you have staff who would like credit for this event and are not the person who signed up for the telephone line, please send their names to hegeduss@uwosh.edu
- Please fill out an evaluation of this event!

WRAP UP AND EVALUATION

A Sharing Slide

Quia - CWW Eastern Region Rollout Wisline Web Event July 7, 2005 - Microsoft Internet Explorer provided by DHFS - State of Wisc - Theresa